



hello**paisa**

Hello Paisa Online Remittance Portal (HPORP)

Version 1.0 | User Guide

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INTRODUCTION

This User Guide explains how a customer can sign up with Hello Paisa Online Portal. How the customer can create a beneficiary, create transactions, submit and manage transactions on the Hello Paisa Online Remittance Portal. Please read the instructions below carefully.

2 LOGIN

The Remitter (Customer) can access Hello Paisa Online Remittance Portal (HPORP) from the URL (<https://online.hellopaisa.co.uk>). Upon the Customer's registration and successful activation of his/her account by Hello Paisa, a Username and Password will be provided to the Customer. The Customer simply requires an Internet connection to use the HP Online Portal.

The screenshot displays the Hello Paisa Online Portal interface. On the left, a sidebar contains the 'hellopaisa' logo and three navigation options: 'Login' (with a magnifying glass icon), 'Register' (with a person icon), and 'User Guide' (with a question mark icon). The main content area on the right is titled 'Login' and includes the instruction: 'Please enter your email address and password to login.' Below this, there are two input fields: '* Email:' containing 'tanvir.mumt' and '* Password:' containing masked characters. A green 'Submit' button is positioned at the bottom of the login form. Additionally, there are two red links: 'Forgot Password?' and 'Not yet a Member? Sign up now!'.

3 REGISTRATION

This section describes the registration process that the Customer will go through and the screenshots in this section are from the perspective of the Customer. Please ensure that all fields marked with “*” are mandatory and must be completed.

3.1. Login Details

To commence the registration process, click on Register. You will be taken to Login Details screen. Fill out the details as shown below.

Click on Next when done

Registration

Please fill out the form below to register. Fields marked with * are required.

Registration

1. Login Details 2. Personal Information 3. Contact Information 4. ID Information 5. Terms and Conditions

Login Details

* Country: United Kingdom

* Email: example@gmail.com

* Password: *****

Password must be at least 8 characters long and must only contain letters and numbers and must contain at least 1 number.

* Verify Password: *****

Next

3.2. Personal Information

Fill out the **Personal Information** screen using your identity document and click on **Next**.

Registration

Please fill out the form below to register. Fields marked with * are required.

Registration

1. Login Details 2. Personal Information 3. Contact Information 4. ID Information 5. Terms and Conditions

Personal Information

* First name: Shakir

* Last name: Mohammed

* Date of Birth: 04/07/1990

(dd/mm/yyyy)

* Gender: Male

* Nationality: India

Back Next

3.3. Contact Information

You will now be on the **Contact Information** screen. Fill out the details and enter the mobile number.

Click on **Next**

Registration

Please fill out the form below to register. Fields marked with * are required.

Registration

1. Login Details 2. Personal Information 3. Contact Information 4. ID Information 5. Terms and Conditions

Contact Information

* Post/ZIP code: EC2R 6AB

Lookup Address

* Address Line 1: 123 Prince St

Address Line 2: Moorgate

* City: London

* Telephone: +44 1234567890

* Mobile: +44 1234567890

Required if you want to make Mobile remittances.

Back Next

3.3. Contact Information Cont.

Note: If the customer inputs a valid Post/ZIP code, he/she can then click on “**Lookup Address**” and the area from the popup list.

Address Lookup

Select An Address from the results below

Address Lookup Results						
Address Line 1	Address Line 2	City	State	Postal Code	Building No.	Select
Moorgate		London	London	EC2R 6AB		Select
Moorgate		London	London	EC2R 6AB		Select

3.4. ID Information

Fill out the **ID Information** screen. Choose the ID Type from the dropdown list; Passport, Cheque Book, Driving License, National ID, Voting Card or Other. Enter the ID Details and ID Expiry date. Click on “Choose file” to upload a picture of above selected ID type.

Click on **Next**.

Registration

Please fill out the form below to register. Fields marked with * are required.

Registration

1. Login Details 2. Personal Information 3. Contact Information 4. ID Information 5. Terms and Conditions

ID Information

* ID Type:

* ID Number/Details:

* ID Expiry:
(dd/mm/yyyy)

* ID Document Scan: No file chosen
File types: jpg, gif, png, bmp, tif, pdf. Max file size: 2mb

3.5. Terms & Conditions

You will now be taken to the **Terms and Conditions** screen; tick the checkbox to accept them as well as type the verification code as it's shown above the blank input box.

Click on **Submit**

hello BASIC		Beneficiaries				
Send cash home		Your beneficiaries are listed below.				
	Home	Full Name	Nickname	Country	Currency	Action
<input type="checkbox"/>	Send Money	ABAEZE ABAEZE		India	INR	<input type="button" value="Send Money"/>
<input type="checkbox"/>	My Wallet	Alfeouz Banda		Kenya	KES	<input type="button" value="Send Money"/>
<input type="checkbox"/>	Check Transfer Status	ASHLEY MULLER		India	INR	<input type="button" value="Send Money"/>
<input type="checkbox"/>	Beneficiaries	EMMANUELLA FRANCIS		Nigeria	NGN	<input type="button" value="Send Money"/>
		KALI ONE		Nigeria	NGN	<input type="button" value="Send Money"/>

3.6. Confirm

You will now be taken to **Registration – Confirm** screen. Verify the entered information. If you need to make changes, click on **Amend Details**.

Otherwise input the verification code which has been sent to the email you have chosen for registration (In case you did not find it in your inbox, please check your spam / junk folder) and click on **Submit**

Registration - Confirm

Please check that the information you have provided is correct and click submit to confirm.

Registration

Login Details

Email: example@gmail.com

* Email Verification Code:

To verify your email address, a verification code has been sent to your email address. Please enter the code here.

Personal Information

First name: Hamid

Last name: Karzai

Date of Birth: 05/05/1992

Nationality: Afghanistan

Gender: Male

ID Type: Passport

ID Number/Details: AFG12345

ID Expiry: 01/01/2019

Contact Information

Address Line 1: 5454

Address Line 2:

City: London

Post/ZIP code: EC2R 6AB

Country: United Kingdom

Telephone: +441234567890

Mobile: +441234567890

Submit Amend Details

3.7. Registration - Success

You will now be on the **Registration – Success** screen with a message like the one shown below. An email titled 'Registration Application' will be sent to your email address.

The email (the content of which can be managed by the Hello Paisa) will typically inform that your registration has now been completed with Hello Paisa.

Registration - Success

Congratulations you have successfully registered for Online Remittance. Your account needs to be verified. Please check your email for instructions on how to get your account verified.

You can login with your username and password but you will not be able to transfer money until your account has been verified.

Login

4 BENEFICIARY MANAGEMENT

This section describes how the Customer (Remitter) can add and manage Beneficiaries at Hello Paisa Online Portal. The screenshots below are from the Customer's perspective.

1. Log in to HPOP using the **User Name and Password** you (the Customer) provided during the registration process.
2. Once logged in you will be on the **Home screen**, you can click on the **Send Money** button and then click on **Create Beneficiary**. Or you can select from one of your previously created beneficiaries by clicking the circle on the left side of the beneficiary's name to whom you would like to send money. As shown below.
3. You must fill out the beneficiary's necessary information which is required on each screen.

Login


Please enter your email address and password to login.

* Email:

* Password:

[Forgot Password?](#)

[Not yet a Member? Sign up now!](#)


Send cash home

[Home](#)
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Send Money[1. Beneficiary](#) [2. Transfer Type](#) [3. Transfer Details](#) [4. Payment](#) [5. Amounts](#)

4.1. Beneficiary - Personal Information

Add in Beneficiary's Personal Information and Address Details then click on **Next**.

Send Money

Please fill out the form below to send money to your beneficiary. Fields marked with * are required.

Send Money

1. Beneficiary

2. Transfer Type

3. Transfer Details

4. Payment

5. Amounts

Beneficiary Personal Information

Select the beneficiary that you want to send money to

Select Beneficiary

* Country:

Nigeria

* Full Name:

Abayomrunkoje Abebi

Beneficiary Address Details

Address Line 1 :

123 Abuja Str

Address Line 2 :

Abuja

City:

Abuja

State:

Abuja

Post/ZIP Code :

900211

Telephone:

+234

123456789

* Mobile:

+234

123456789

Needed for SMS notification when transfer is complete (where available). Please provide number with international dialing code starting with 00.

Email:

beneficiary@gmail.com

Next

4.2. Account Transfer - Transfer Type

Add in Beneficiary's Personal Information and Address Details then If you wish to send money to your beneficiary's bank account, please choose Account Transfer by clicking on the circle next to "Account Transfer" and click on **Next**.

Send Money

Please fill out the form below to send money to your beneficiary. Fields marked with * are required.

Send Money

1. Beneficiary

2. Transfer Type

3. Transfer Details

4. Payment

5. Amounts

Transfer Type

* Transfer Type:

Select the type of transfer that you wish to send. You must have provided the relevant transfer type details for your beneficiary in order to use that transfer type. You can edit your beneficiary to add or update transfer type details.

☒ Account Transfer

☐ Cash Collection

☐ Mobile Transfer

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Next

Then the customer should select his **Source of income**; Business, Pension, Salary etc. as well as the **Purpose of Remittance**; Education Support, Family Support, Family Support etc. from the dropdown lists and must enter his/her beneficiary's account number. **Select Bank & Branch** and click on **Next**.

Send Money

Please fill out the form below to send money to your beneficiary. Fields marked with * are required.

Send Money

1. Beneficiary

2. Transfer Type

3. Transfer Details

4. Payment

5. Amounts

Transfer Details

Source of Income:

Salary

Purpose of Remittance:

Family Support

Account Transfer

Enter Account Transfer information if you wish to make Account Transfer remittances to this beneficiary.

* Account Number:

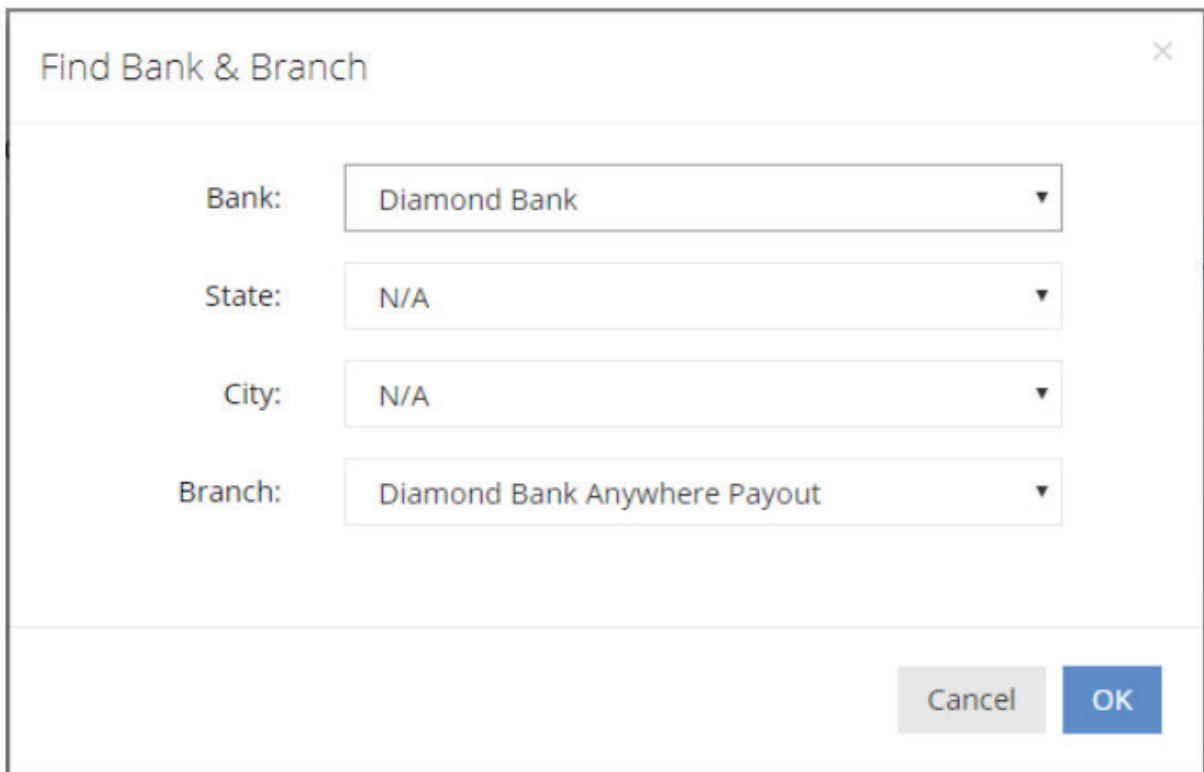
1234567890

Select Bank & Branch

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Next

To find a bank and branch customer should click on **Select Bank & Branch** then click on **Find Bank & Branch**. Click on **OK** and then click **Next** to continue.

A screenshot of a software dialog box titled "Find Bank & Branch" with a close button (X) in the top right corner. The dialog contains four dropdown menus. The first is labeled "Bank:" and has "Diamond Bank" selected. The second is labeled "State:" and has "N/A" selected. The third is labeled "City:" and has "N/A" selected. The fourth is labeled "Branch:" and has "Diamond Bank Anywhere Payout" selected. At the bottom right, there are two buttons: a grey "Cancel" button and a blue "OK" button.

Find Bank & Branch

Bank: Diamond Bank ▼

State: N/A ▼

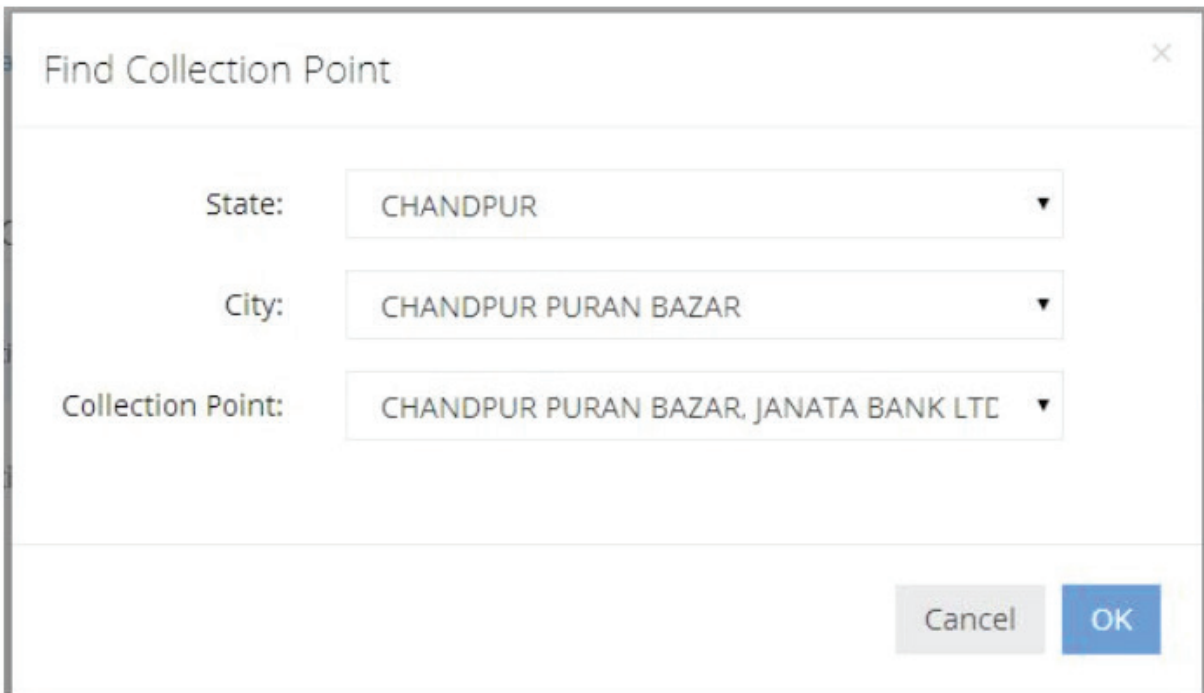
City: N/A ▼

Branch: Diamond Bank Anywhere Payout ▼

Cancel OK

4.3. Cash Collection

To set up the **Cash Collection**, Customer should click on **Find Collection Point** and select a collection point and then click **OK**

A screenshot of a software dialog box titled "Find Collection Point" with a close button (X) in the top right corner. The dialog contains three dropdown menus. The first is labeled "State:" and has "CHANDPUR" selected. The second is labeled "City:" and has "CHANDPUR PURAN BAZAR" selected. The third is labeled "Collection Point:" and has "CHANDPUR PURAN BAZAR, JANATA BANK LTC" selected. At the bottom right, there are two buttons: a grey "Cancel" button and a blue "OK" button.

Find Collection Point

State: CHANDPUR ▼

City: CHANDPUR PURAN BAZAR ▼

Collection Point: CHANDPUR PURAN BAZAR, JANATA BANK LTC ▼

Cancel OK

4.4. Mobile Transfer - Transfer Details

If you want to perform a mobile transfer to your beneficiary's wallet, enter beneficiary's registered **Mobile Number** and **Mobile Number Network**. Select **Mobile Credit Type**. Then click **Next**.

Send Money

Please fill out the form below to send money to your beneficiary. Fields marked with * are required.

Send Money

1. Beneficiary

2. Transfer Type

3. Transfer Details

4. Payment

5. Amounts

Transfer Details

Source of Income:

Salary

Purpose of Remittance:

Family Support

Mobile Transfer

Enter Mobile information if you wish to make Mobile transfer remittances to this beneficiary (where available).

* Mobile Number:

+254

734221616

Mobile Network:

MPESA M

Mobile Credit Type:

Remittance (min. KES 50.00 - max. KES 50000.00)

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Next

5 SELECTED PAYMENT METHOD

You will be taken to payment screen where you can choose payment method from the list provided; By Credit/Debit Card, By Bank Transfer or By Bank Transfer (Sofort) and click on Next

Send Money

Please fill out the form below to send money to your beneficiary. Fields marked with * are required.

Send Money

1. Beneficiary

2. Transfer Type

3. Transfer Details

4. Payment

5. Amounts

Payment

* Payment Method:

Select how you will make the payment for this transfer.

☒ By Credit/Debit Card

☐ By Bank Transfer

☐ Bank Transfer (Sofort)

Back

Next

5.1. Cash Collection

You will be taken to the amount option where you must enter the amount of money that you wish to send to your beneficiary. Please view on the next page.

Country Source; is where the Customer transacts from (sending country)

Destination; is where the Customer transacts to (Receiving Country)

Amount Type; You can choose whether you would like to enter the amount in Sending Country Currency or in Destination Country Currency.

After entering the amount, you can now click on **Calculate** to view full transaction amount history and click on **Submit**

Please fill out the form below to send money to your beneficiary. Fields marked with * are required.

Send Money

1. Beneficiary

2. Transfer Type

3. Transfer Details

4. Payment

5. Amounts

Amounts

* Source: GBP ▼

* Destination: KES ▼

* Amount Type: ☐ Remitter to send (not including charges) - GBP ?
☒ Beneficiary to receive - KES ?

* Amount: 10000

Remitter Mobile:  +27 ▼ 746684482

Beneficiary Mobile:  +254 ▼ 734221616

Calculate

Send Amount: GBP 73.92

Rate: 135.2859

Receive Amount: KES 10,000.00

Commission: GBP 3.00

Charges: GBP 0.00

Tax: GBP 0.00

Total Charges: GBP 3.00

Total to Pay: GBP 76.92

⬅ Back

Submit ➡

5.2. Confirmation

You will receive a verification code in your email that was used for registration and you should enter the verification code and click on confirm transfer

5.3. Send Money - Confirm

To prevent fraudulent transfers a confirmation code has been sent to your email address. Please check your email and enter (or copy and paste) the confirmation code into the 'Confirmation Code' box below.

Please check the details of your transfer and click on 'Confirm Transfer' if you wish to proceed with this transfer.

After entering the verification code and confirming the transaction you will receive another email regarding transaction success.

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Home

Send Money

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Check Transfer Status

Beneficiaries

User Guide

Send Money - Confirm

To prevent fraudulent transfers a confirmation code has been sent to your email address. Please check your email and enter (or copy and paste) the confirmation code into the 'Confirmation Code' box below.


Please check the details of your transfer and click on 'Confirm Transfer' if you wish to proceed with this transfer.


Confirm

Confirmation Code:

* Confirmation Code:

Beneficiary

Full Name:  RAKESH KUMAR

Country:  India

Mobile: +912123453678

hello**paisa**

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Home

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User Guide

Send Amount: GBP 300.00

Rate: 83.68424539

Receive Amount: INR 25,105.27

Commission: GBP 1.90

Promotions Applied: GBP 0.00

Charges: GBP 0.00

Tax: GBP 0.00

Total Charges: GBP 1.90

Total to Pay: GBP 301.90

Confirm Transfer

Amend Details

Cancel

5.4. Make A Payment

You will now be taken to the Transfer Details screen where you will be issued with a transaction reference number and the selected payment method that you have chosen when you created the transaction will be shown on the screen below (By Credit/Debit Card, By Bank Transfer, By Bank Transfer Sofort)

Transfer made successfully. An email has been sent to you to confirm your transfer.

Transfer Details

Your transfer reference is **RC000254228**.

Payment for this transfer has not yet been received. Your transfer will not be processed until it is paid for. Please make payment for the transfer as soon as possible. Go to the bottom of the page to make payment or for payment details/instructions.

If you have made the payment then please allow some time for the payment to reach us. Please contact us if you have a query regarding your payment.

Transfer Details

Status

Date: 17/02/2014
Status: AWAITING PAYMENT
Reference: RC000254228

Beneficiary

Beneficiary: RUH ALALAM

Transfer Details

Transfer Type: Cash Collection
Collection Point: CHANDPUR PURAN BAZAR (135130403),
JANATA BANK LTD,
CHANDPUR PURAN BAZAR
Collection PIN: 225521


Amounts

Send Amount: GBP 100.00

5.5. By Credit / Debit Card

Customer should now click on Pay for Transfer and then will be taken to the next screen where he/she should enter his/her credit/debit card details and click on pay for transfer.

Pay for Transfer by Card



Make payment for your transfer using **Secure Trading** 128-bit encrypted secure checkout. Click the button below to make the payment for your transfer now.

Pay for Transfer

5.6. By Bank Transfer

Customer will be given Hello Paisa banking details so he/she can make an EFT payment from his/her account.

Pay for Transfer by Bank Transfer

Please make the payment by making an account transfer to our bank account using the following details and use the reference of this transfer as the reference for the payment:

Account Number:	987654321
Sort-Code:	03-02-01
Bank Name:	Barclays plc

5.7. Bank Transfer (SoFort)

Pay for Transfer by Bank Transfer



SOFORT Banking – Easy. Secure. Paid.
With SOFORT Banking you can pay easily and securely with your usual online banking login data. No registration required. Click [here](#) for more info.

Pay for Transfer by Bank Transfer


6 MY WALLET

The My Wallet function is not available at this stage.

7 CHECK TRANSFER STATUS

You can check transfers (Transactions) status when you log in, by clicking on the Check Transfer Status on the side panel.




To check the transfer status from the login page (without logging in), you must enter the Transaction Reference and Surname (this is your own surname). Click on Check Now.


Send cash home

[Home](#)
[Send Money](#)
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[Check Transfer Status](#)


Check Transfer Status

Click on the transfer to view more details.

Date	Reference	Beneficiary	Amount	Status	Pay
25/07/2017	Cash Collection RC000514000333	 ASHLEY MULLER	INR 10,126.10	PROCESSING	
21/07/2017	Cash Collection RC000571000288	 ASHLEY MULLER	INR 16,789.16	PROCESSING	
19/07/2017	Cash Collection RC000519000256	 ASHLEY MULLER	INR 12,616.17	PROCESSING	

8 BENEFICIARIES






You can view your pervious added beneficiaries by clicking this option from the side panel or if you wish to re-send money to one of your pervious beneficiary, you can simply click on Send Money which is placed next to your beneficiary's name.


Send cash home

[Home](#)
[Send Money](#)
[My Wallet](#)
[Check Transfer Status](#)
[Beneficiaries](#)

Beneficiaries

Your beneficiaries are listed below.

Full Name	Nickname	Country	Currency	Action
ABAEZE ABAEZE		 India	INR	Send Money
Alfeouz Banda		 Kenya	KES	Send Money
ASHLEY MULLER		 India	INR	Send Money
EMMANUELLA FRANCIS		 Nigeria	NGN	Send Money
KALI ONE		 Nigeria	NGN	Send Money