RemitONE Wallet

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Introduction

As a product catering to the fintech industry, the RemitONE MTS provides a facility to enable wallets for the Remitter on the Online Remittance Manager (ORM) and the mobile apps. The wallet can be loaded with funds in multiple currencies and used to pay for transactions or pay into another remitters wallet.

Please note: Although RemitONE provides this functionality, an MTO must have the relevant license in place. Normally this would be organisation with an EMI license or they are already a bank. Please check the regulations relevant to your country.

Paying with the RemitONE Wallet

The RemitONE wallet is available for the Remitter via the ORM and mobile application. It is also available via the Remitter Web Service API, which enables you to create your own web or mobile application. There is functionality for the wallets on the ARM, which will be discussed later. In this section we will focus on what the user sees when using the ORM. On the ORM, there is a page called "My Wallet". It displays a list of Wallets in the currencies that are available to the Remitter and an Activity list showing the transactions made to and from the wallet. This is shown in the screenshot below.

My Wallet

Please fill out the relevant information and proceed to load your wallet balance.

Load My Wallet

Current Balance:	USD 0.00
Load Amount	USD 500.00
Payment Method	Credit/Debit Card
Charges	USD 0.00
Amount due	**USD 500.00**
New Balance:	**USD 500**

Your wallet will be updated to the new balance once payment has been made successfully.

[Confirm Load] [Amend Details]

From this screen there are 4 different actions that can be taken:

1. **Load Wallet:** This allows the user to fund the wallet using their credit or debit card

2. **Withdraw from Wallet:** This allows the user to request a withdrawal from their wallet. This requires approval from the administrator

3. **Move Funds between Wallets:** This allows the user to move funds between the wallets, for example GBP to USD

4. **Update Wallet labels:** This allows the user to give the particular wallet a label they wish to identify it by. By default they take the name of the currency

The above functionality is configurable and therefore not all functionality appears by default. To enable these, inform the RemitONE Support through the appropriate channels.

Load Wallet

Load Wallet function allows the Remitter to upload funds to their wallet using a credit or debit card (it can be configured to use other payment methods available on the system). When the user clicks on the "Load My Wallet" button on the ORM, they will be taken to the "Load My Wallet" screen (as shown below).

My Wallet

Please fill out the relavent information and proceed to load your wallet balance.

Load My Wallet

Currency:	USD (0.00)
Load Amount	500
	Enter the amount you'd like to add to the wallet and submit the form to proceed.
Payment Method:	Select how you will make the payment for this transfer.
	⊙ Credit/Debit Card

Recalculate Charges

Charges	0.00
Amount due	**500.00**

Please 'Recalculate Charges' If you've changed the the Load Amount or Payment Method to get the charges for the amount entered

Load My Wallet

The Remitter has the choice of the different currency wallets available to them. In the above example USD is shown in the dropdown menu. The load amount is selected and if there are any charges, these will be added. The next step is to click on Load My Wallet and they will be taken to the confirmation screen.

My Wallet

Please fill out the relavent information and proceed to load your wallet balance.

Load My Wallet

Current Balance:	USD 0.00
Load Amount	USD 500.00
Payment Method	Credit/Debit Card
Charges	USD 0.00
Amount due	**USD 500.00**
New Balance:	**USD 500**

Your wallet will be updated to the new balance once payment has been made successfully.

Confirm Load   Amend Details

The details can be amended if required. When "Confirm Load" is selected, the payment screen will be shown with the payment method (in the example, it shows a credit/debit card payment gateway). Select "Pay for Transfer", and the user will be redirected to the payment site and returned once payment is completed.

My Wallet

Please fill out the relavent information and proceed to load your wallet balance.

Payment Information

My Wallet Ref	**8**
Current Balance:	USD 0.00
Load Amount	USD 500.00
Payment Method	Credit/Debit Card
Charges	USD 0.00
Amount due	**USD 500.00**
New Balance:	**USD 500**

Your wallet will be updated to the new balance once payment has been made successfully.

Pay for Transfer by Card

secure // trading
every transaction counts

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

The relevant wallet will be updated – in the example shown, it will be the USD wallet that is credited with funds.

The Remitter's wallet can also be credited using the ARM. An Agent or Admin user can credit their wallet. Funds can be transferred by other means such as paid into the bank account.

Add Remitter Credit

CREDIT DETAILS	
Membership No.	10001
Name	Aamer Abedi
Currency	GBP (A/C: 90834023) GBP ⌄
Balance	6208.14
Date Last Updated:	2019-02-12
Add Deposit into Account (GBP):	400
Notes:	Crediting account as Remitter has paid directly via bank transfer
	Submit

Withdraw from the wallet

If the Remitter wants to make a withdrawal from their wallet, they are permitted to do this. However, this needs to be authorised and refunded by the Administrator. This does not automatically refund the card or account of the Remitter. The Remitter can request his via the ORM or Mobile App by using the function "Withdraw From My Wallet".

My Wallet

Please fill out the request form for withdrawal from your wallet. The amount will be credited into the Account provided.

Request Withdrawal from My Wallet

Currency:	GBP (6,208.14)
Withdraw Amount:	0
	Enter the amount you'd like to withdraw from the wallet.
Account Number:	
Sort Code:	
	Withdraw From My Wallet

Once the request is made, the refund is made into the specified bank account. This is dependent on the MTO.

The withdrawal can also be made directly from the ARM by an administrator or agent using the "Deduct Remitter Credit" screen, where the amount can be deducted. Again, the MTO is responsible for manually refunding the Remitter.

Deduct Remitter Credit

CREDIT DETAILS

Membership No.	10001
Name	Aamer Abedi
Currency	GBP (A/C: 90834023) GBP
Balance	6288.58
Date Last Updated:	2019-02-12
Deduct Deposit from Account (GBP):	0.00
Notes:	
	Submit

Move Funds between Wallets

Funds can be moved from one wallet to another if there are multiple currency wallets enabled on the system. The conversion rates used will be those set on the system.

My Wallet

Please fill out the relavent information and proceed to move funds between your wallets.

Move Funds Between My Wallets	
Sending Wallet:	USD (8,534.55)
Sending Wallet Amount:	250
	Enter the amount you'd like to move and submit the form to proceed.
Receiving Wallet:	GBP (6,208.14)
Rate:	USD to GBP = 0.77577
Received Amount:	**GBP 193.94**
	Move Funds Between My Wallets

There is a confirmation screen that appears once the amount has been entered and the button "Move Finds Between My Wallets" has been selected. Again there is an option to amend the amount and it details what will be transferred and to where.

My Wallet

Please fill out the relavent information and proceed to move funds between your wallets.

Move Funds Between My Wallets		
Sending Wallet Funds Move Details		
Wallet Currency:	USD	❓
Current Balance:	USD 8,534.55	❓
Funds Move Amount:	USD 250.00	❓
New Balance on confirm:	**USD 8,284.55**	❓
Receiving Wallet Funds Move Details		
Wallet Currency:	GBP	❓
Current Balance:	GBP 6,208.14	❓
Funds Move Amount:	GBP 193.94	❓
Rate:	USD to GBP = 0.77577	❓
New Balance on confirm:	**GBP 6,402.08**	❓
	Confirm Funds Move Amend Details	

All activity can be seen on the "Check My Wallet" screen under the "Activity" section, whether you are crediting, withdrawing or moving funds.

Activity

Date	Currency	Balance Before	Added / Deducted	Balance After	Updated By	Notes
12/02/2019	GBP	6,208.14	193.94	6,402.08	Aamer Abedi	Move funds from USD to GBP wallet
12/02/2019	USD	8,534.55	-250.00	8,284.55	Aamer Abedi	Move funds from USD to GBP wallet
12/02/2019	GBP	6,112.49	95.65	6,208.14	Aamer Abedi	Move funds from USD to GBP wallet
12/02/2019	USD	8,657.55	-123.00	8,534.55	Aamer Abedi	Move funds from USD to GBP wallet
20/12/2018	USD	8,467.26	190.29	8,657.55	Aamer Abedi	Move funds from GBP to USD wallet
20/12/2018	GBP	6,262.49	-150.00	6,112.49	Aamer Abedi	Move funds from GBP to USD wallet

The wallet activity can be viewed on the ARM when logged in as an Admin or Agent user. This screen is titled "View Remitter Credit Log" accessed from the Remitter's profile. You can specify a date range, select currency and whether it is debit or credit. You can also download a CSV Report.

View Remitter Credit Log : 10001 (Aamer Abedi , United Kingdom)

From:	To:	Currency:	Type:	Daywise Consolidated	
2019-02-01	2019-02-13	ALL	ALL	: ☐	Submit

Date	Currency	Balance Before	Added / Deducted	Balance After	Updated by	Notes
2019-02-12 17:35	GBP	6,402.08	-113.50	6,288.58	ONLINE_REMITTANCE	Payment due for Transaction RC000220000681
2019-02-12 17:09	GBP	6,208.14	193.94	6,402.08	Aamer Abedi	Move funds from USD to GBP wallet
2019-02-12 17:09	USD	8,534.55	-250.00	8,284.55	Aamer Abedi	Move funds from USD to GBP wallet
2019-02-12 14:12	GBP	6,112.49	95.65	6,208.14	Aamer Abedi	Move funds from USD to GBP wallet
2019-02-12 14:12	USD	8,657.55	-123.00	8,534.55	Aamer Abedi	Move funds from USD to GBP wallet

Download CSV Summary Report

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Update Wallet Labels

The Wallet label appears on several screens and simply allows the user to label it however they want. In the screenshot below, a label has been added to indicate that the GBP wallet has a particular account associated with it.

The label can be modified via the ARM by the Admin or Agent user. This is accessed via the Remitters profile.

The label will appear on the ORM and Agent Remittance Manager (ARM) pay for transaction sections, on the Match Remitter Credit Credit to Deposits screen, and on the ARM screen that allows an agent or administrator to add credit to the remitters wallet.

Paying for a transaction using the RemitONE Wallet

The Remitter can use the funds in the wallet to pay for a transaction created on the ORM or Mobile app. This is part of the normal transaction creation workflow. Simply select the "Payment Method" as "My Wallet" and then choose the wallet payment is to be made from. Any currency can be used to pay for the transaction providing sufficient funds exist.

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**

Amounts

* Sending Wallet:	GBP (A/C: 90834023) GBP (6,402.08)
* Source:	GBP
* Destination:	BDT
* Amount Type:	◉ Remitter to send (not including charges) - GBP ❓ ○ Beneficiary to receive - BDT ❓
* Amount:	

The remainder of the transaction creation workflow is the same as all other transactions. Only the method of payment is different. The wallet will get deducted accordingly with the item logged in the Activity section of the "Check My Wallet" screen.

Send Money to a RemitONE Wallet

The RemitONE system provides functionality on the system to transfer money to a Remitter's wallet. This can be done using any payment method including the wallet. As long as both sender and receiver are on the same system.

When this option is configured, Remitters become special beneficiaries or as we liked to refer to it as a "Remiticiary". This simply means that on our system they are now both Remitter and Beneficiary, to whose wallet funds can be transferred into.

This can be done via the ORM and will soon be available through the mobile app. The flow shown here will focus on the ORM.

The Send Money to Wallet follows the same workflow as the normal transaction flow except here only "Remiticiaries" will be listed – Remitters that have a wallet linked to them. You can go to the screen by selecting "Send Money to Wallet" from the side menu or via the dashboard.

Send Money to Wallet

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

Send Money to Wallet

1. Beneficiary	2. Payment	3. Amounts

Beneficiary

* Beneficiary: Select the beneficiary that you want to send money to

- ◯ AL FAZAL SAEED
- ◯ BOB ROBERTS
- ◯ MOHAMMED ALHASSAN
- ◯ NIGEL YUSUFU
- ◯ OUSSAMA KSEIBATI

Click to search a new beneficiary if they are not already listed

Search Beneficiary

Next ⊕

If the beneficary is not listed, you can search for them using the "Search Beneficiary" screen and search for the beneficiary using an email address. The username on the ORM/Mobile App is the email address.

Once the Beneficiary has been selected or found, you can then select the "Payment Method". As mentioned previously, you can use any of the available payment methods, including online payment using card or the Remitter's wallet.

In the example below, the "My Wallet" was chosen. In this case the wallet will be used to pay for the transaction – thus resulting in a Wallet to Wallet transfer. Select the relevant wallet to pay with, and then add the amount to transfer and click on submit. The usual confirmation screen is shown.

You can amend the details if required, otherwise select "Confirm Transfer". This transaction will be treated as the same as any other and the wallet of the Beneficiary will be credited with the amount, the remitter's wallet will be debited with the amount sent and any charges that may apply.

The beneficiary may use the RemitONE Wallet to request a withdrawal of funds as mentioned in the previous section.

Wallet limits, charges and other functionality

Remitter Wallet limits

Remitter Wallet limits need to be set before it can be a wallet can be loaded with funds. The administrator can set the wallet limits per source country and per currency. The limits can be set on the minimum load, maximum load, and the maximum balance allowed on the wallet. These settings are applicable to all remitter wallets.

Remitter Wallet limits

Source Country: United Kingdom

Source country	Currency	Minimum load	Maximum load	Maximum balance
United Kingdom	GBP	10	500	10000
United Kingdom	SGD	0	0	0
United Kingdom	USD	10	500	10000

Update limits

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Remitter Wallet Charges

Charges can be applied for the method of payment being used to fund wallets. These can be set per country and currency. Slabs can be added with different amount threshold with fixed and/or percentage charges for each slab amount.

Remitter Wallet Charge Slabs

Source Country: **United Kingdom**   Currency: **GBP**

Note: This is the default currency for this country. All additional currencies' Payment methods where you do not set any slab will fallback to the values from this default currency.

Payment method	Upto GBP Slab Amount	Charge (Fixed Fee) in GBP	Charge (Percentage)	Delete
BankTransfer	100000	2	2	☐
	New			
CASH	10000	2	2	☐
	New			
CHEQUE	0.00	0.00	0.00	☐
	New			
JudopayWebhook	0.00	0.00	0.00	☐
	New			
Mixed	0.00	0.00	0.00	☐
	New			
ORMACH	0.00	0.00	0.00	☐
	New			
ORMAddonPayments	10000	0.50	0.00	☐
	New			

Remitter Wallet Configuration

There are various configuration that determines the functionality available to the different type of users.

For an agent to access the withdrawal function, the setting ALLOW_AGENTS_CREDIT_WITHDRAW_REMITTER_WALLET needs to be enabled. This can be updated by logging on as an admin user, go to Settings → System Configuration Settings and search for the configuration setting above and set it to true.

Other configuration options are not accessible via the ARM and you must contact the RemitONE support to enable these settings (this may change in future).

```
"REMITTER_WALLET":{

    "enabled":true,

    "remitter_deposit_prefix":"RD",

    "receipt_parts":"both",

    "orm_statement_limit":3,

    "payment_method_id":5,

    "maxRefundAttempts":10,

    "enable_orm_load_wallet":false,

    "limit_orm_wallet_load":true,

    "limit_orm_wallet_balance":true,

    "multicurrency_wallets":false,

    "wallet_transfer":false,

    "enable_orm_deduct_wallet":false,

    "use_sell_rate_for_move_funds_between_wallets":false

}
```

Remitter Web Services API

RemitONE provides an API that includes the RemitONE wallet functionality. This allows the MTO to build their own front end, whether it is a web front end or via mobile applications. Of course, this is in addition to the white labeled ORM and Mobile app (Android & iOS) that is provided by RemitONE already.

You can download the API by logging on as admin user, go to Settings → Web Service Users and then click on "Remitter Web Service API Download" link.

If you wish to explore this option, please enquire with RemitONE Support.

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