



RemitONE Customer On-boarding

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Thank you for choosing RemitONE. We are very pleased to have you on-board as our respected client. We really try to look after our clients and we are excited to embark on this journey of business growth with you.

We would like to help you get up and running quickly and smoothly, so that you can realise your ROI at the earliest.

So where do we go from here?

Off the Shelf

The following are the next steps:

1. Upon receipt of the one-off setup fee from you, our Billing team will send out an email to you, acknowledging receipt of funds.
2. We will quickly allocate an engineer for you, who will contact you via email with a list of questions to begin your system setup process. We will configure the off-the-shelf system as per your needs within ten business days after receipt of funds (provided you respond to our engineer's queries on the same day).
3. When the system setup is complete, our engineer will notify you via email and our billing period will start 30 days from this date. If you are on our Standard edition, our billing period will start 30 days from this date. If you are on our Express edition, our billing period will start 60 days from this date.
4. Our Support team will contact you via email to arrange a walkthrough session with you and your team. Please refer to our RemitONE Setup and Training Procedures.pdf document for more details.
5. Your team will conduct User Acceptance Testing (UAT) on our system.
6. When you are all set to go live, you simply notify us via email and we enable the live version of your system. Congratulations, you are now ready to push live transactions!

Custom Changes

We understand that in some cases you might wish to customise or integrate our money transfer platform with your correspondent entities. As this would require us to allocate our development team to make the modifications you want, we will journey with you along the following process:

1. While our Support Engineer is setting up your off-the-shelf system, you will raise a ticket for your custom change development items on our helpdesk ticketing portal, Our Development team will review the change required and provide you with a high-level estimate. High-level estimate can change when the requirements elicitation process is undertaken. Our development team will aim to provide a response for High Level Estimates within 10 business working days.
2. Once the high-level estimate is approved, Our Development team will do a full analysis and write up the Business Requirements Document outlining the changes to be implemented and provide you with the number of man days (and cost) it would take us to implement the features/functionalities/ integrations you want. Our development team has 15 business working days SLA for writing the BRD. NOTE: Business Requirement Document (BRD) preparation is a chargeable activity, so if you do not proceed with the final BRD, you will be charged for the time spent to produce the BRD.
3. If you are happy with the BRD and wish to proceed, our Development team will send you an Order Confirmation (OC) to be signed electronically. The OC will contain the delivery date and payment schedule.
4. Once you have signed the OC, Our Billing team will invoice you for the development work based on payment schedule in the OC (typically for 50% of the total amount upfront and 50% on completion). Upon receipt of funds, our Development team will arrange to work on your customisation requests.
5. Once the development work has been completed, our Development team will deploy the changes to your TEST system environment and inform your team to commence UAT. At this point, if there were remaining payments to be made, Our Billing team will send you to invoice for the remaining part of the payment.
6. Your team will conduct User Acceptance Testing (UAT) on the customisations added to your system. Once confirmed, these changes will be added to the official release of system.

Going Live

When you are all set to go live, you simply notify us via tickets, and we enable the live version of your system. Congratulations, you are now ready to push live transactions!

Once again, we welcome you to the RemitONE family! You can now take advantage of our latest technologies and our impressive network of customers in over 160 countries. We look forward to a long and fruitful relationship with you.



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