

Payment Manager's Transfers Overview Guide

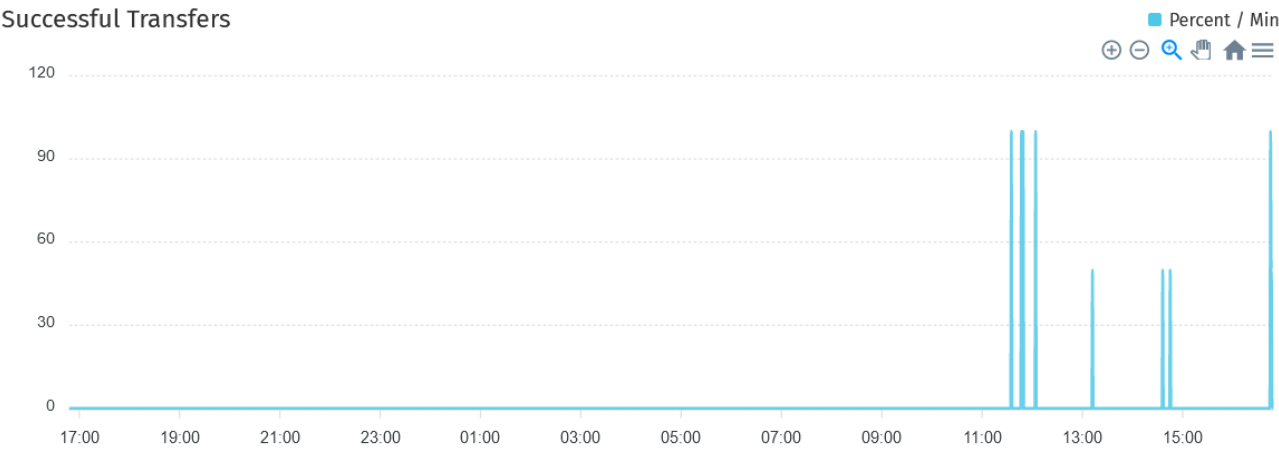
The Business Dashboard page (accessible from the left-hand navigation pane) currently contains only mock data and the related functionality is not available yet. It is planned to be added in a future version of the product.

The Transfers Overview page provides visualization of transaction details and the ability to query and observe each transfer's status.

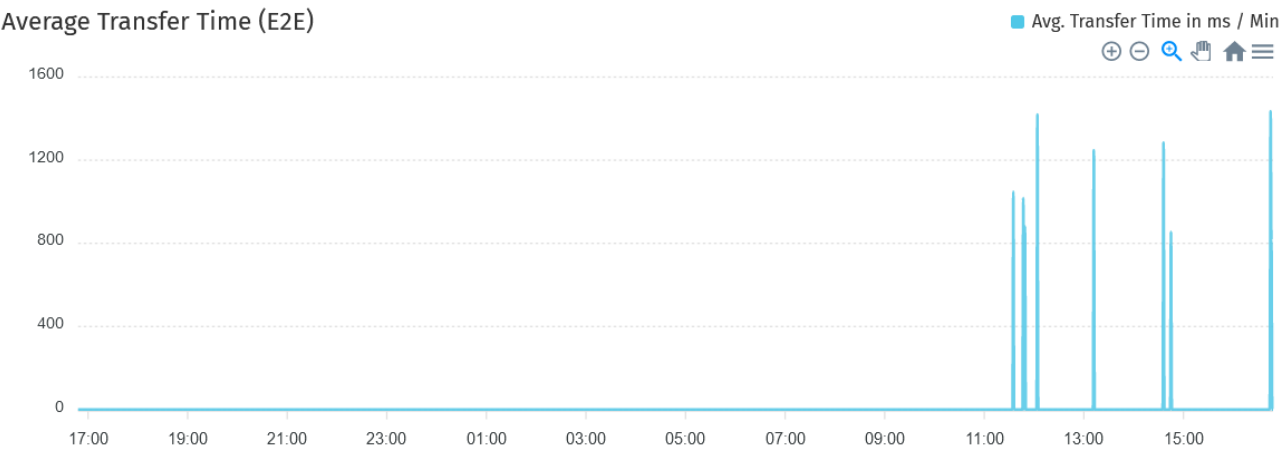
Transfers Overview

Find a Transfer

Successful Transfers



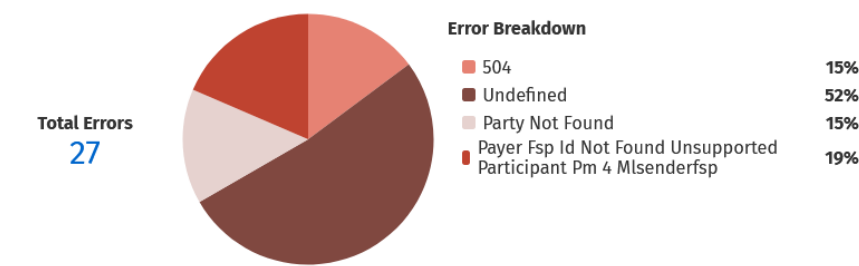
Average Transfer Time (E2E)



Total Transfer Statuses

11 Successful 0 Pending 27 Failed

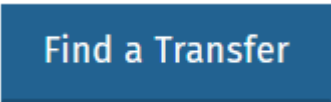
Transfers Errors Overview



Transfer ID	Direction	Type	Value	Error Type	Date
a3a0425a-5b25-4b10-8f3i	Outbound	P2P	\$ 10	Undefined	2021-03-25T12:15:05.476Z
ae64d7ba-1cb6-46ce-9bc	Outbound	P2P	\$ 10	Undefined	2021-03-25T12:15:17.644Z
d9dc001e-ad8e-440c-b6i	Outbound	P2P	\$ 10	Undefined	2021-03-25T12:58:57.093Z
ef5f2123-a5f2-4cf3-ae05-	Outbound	P2P	\$ 10	Undefined	2021-03-25T12:15:12.377Z

View All Errors

Find a Transfer



The **Find a Transfer** button find a transfer button at the top of the page allows you to find a particular transfer.

On clicking the button, a window is displayed where you can:

- search for a transfer by its Transfer ID
- do advanced filtering using multiple search criteria (this is useful when you do not have a Transfer ID at your disposal)

Find a Transfer

Basic Find a Transfer

Advanced Filtering

Find an exact transfer by entering the ID:

Transfer ID

Find Transfers

Close

Find a transfer based on its Transfer ID

Use the Basic Find a Transfer tab to find a transfer based on its Transfer ID:

1. Enter the transfer’s identifier in the **Transfer ID** field. Entering only a snippet of the full transfer ID string will also return a result.

Find a Transfer

Basic Find a Transfer

Advanced Filtering

Find an exact transfer by entering the ID:

Transfer ID

1372ca10-790e-41a8-bc3e-24ec57a35125

Find Transfers

Close

2. Click the **Find Transfers** button.

Find a Transfer

Transfer ID

Amount

Direction

Status

Batch ID

Institution

Date

1372ca10-790e-41a8-bc3e

USD 10.123

Outbound

Success

pm4mlreceiverfsp

2021-03-26T12:04:59.845Z

Back to filtering

Close

3. To find out more information about the transfer, click the transfer item once. The **Transfer Details** window pops up showing detailed information about the transfer on a **Basic Information** tab and a **Technical Details** tab.

The Basic Information tab displays the following information:

- **Transfer ID:** The unique identifier of the transfer.
- **Transfer State:** Indicates if the transfer has succeeded, is pending, or an error has occurred.
- **Batch:** The unique identifier of the settlement batch in which the transfer was settled. If the transfer has not been settled yet, it says N/A.
- **Date Submitted:** The date and time when the transfer was initiated, expressed as an ISO-8601 formatted timestamp. A more readable version of the format is yyyy-MM-ddTHH:mm:ss.SSS[±HH:MM]. If the time is in UTC, there is a Z added directly after the time without a space. For example, "09:30 UTC" is represented as 09:30:00:000Z. If the time is not in UTC, a UTC offset is appended to the time in the place of Z, in the form: [±HH:MM]. For example, "09:30 in New York" is 09:30:00:000-05:00, or "09:30 in Yangon" is 09:30:00:000+06:30.
- **Amount:** The transfer amount.
- **Currency:** The transfer currency.
- **Sender:** The payer of the transfer.
- **Sender Details:** The unique identifier of the payer (typically, a MISIDN, that is, a mobile number).
- **Recipient:** The payee of the transfer.
- **Recipient Details:** The unique identifier of the payee (typically, a MISIDN, that is, a mobile number).
- **Institution:** The identifier of the DFSP serving the payee.
- **Direction:** The direction of the transfer (outbound or inbound from the perspective of the DFSP inspecting the transfer).

Transfer Details

×

Basic Information

Technical Details

Transfer ID	Transfer State
1372ca10-790e-41a8-bc3e-24ec57a35125	succeeded
Batch	Date Submitted
N/A	2021-03-26T12:04:59.845Z
Amount	Currency
10.123	USD
Sender	Sender Details
PayerFirst PayerLast	MSISDN 50377682627
Recipient	Recipient Details
PartyFirst PartyLast	MSISDN 7269172947
Institution	Direction
pm4mlreceiverfsp	OUTBOUND

Close

Transfer Error



```

1 {
2   "httpStatusCode": 500,
3   "mojaloopError": {
4     "errorInformation": {
5       "errorCode": "4103",
6       "errorDescription": "Payer unsupported currency - Requested currency not available for payer"
7     }
8   },
9   "transferState": {
10    "from": {
11      "displayName": "PayerFirst PayerLast",
12      "idType": "MSISDN",
13      "idValue": "50377682627"
14    },
15    "to": {
16      "idType": "MSISDN",
17      "idValue": "97822222222",
18      "fspId": "pm4mlreceiverfsp",
19      "firstName": "PayeeFirst",
20      "middleName": "PayeeMiddle",
21      "lastName": "PayeeLast",
22      "dateOfBirth": "2010-10-10"
23    }
24  }
25 }

```

Close

The **Technical Details** tab also displays information about the Payer and Payee party of the transfer. On clicking the **Payer Information** or **Payee Information** button, a window pops up that displays the following details:

- **Id Type:** The type of payer/payee identifier used (for example, MSISDN).
- **Id Value:** The value of the payer/payee identifier (for example, digits of a mobile number).
- **Display Name:** The display name of a payer/payee, which may not be the full name of the party.
- **First Name:** The first name of a payer/payee.
- **Middle Name:** The middle name of a payer/payee.
- **Last Name:** The last name of a payer/payee.
- **Date Of Birth:** The date of birth of a payer/payee.
- **Merchant Classification Code:** The unique identifier of a merchant (relevant in the case of person-to-business transfers).
- **FSP Id:** The unique identifier of the DFSP serving the payer/payee.
- **View Extension List:** This option is only active when an extension list is present in the party object in the quote request body.

Payee Party



Id Type		Id Value			
MSISDN		7269172947			
Display Name					
PartyFirst PartyLast					
First Name		Middle Name		Last Name	
PayeeFirst		PayeeMiddle		PayeeLast	
Date Of Birth		Merchant Classification Code		FSP Id	
2010-10-10				pm4mlreceiverfsp	
View Extension List					

Close

In addition to party information, details about the transfer message sequence are also available by clicking these buttons:

- **Party Lookup Response:** Displays a **Party Lookup Response** pop-up window, which provides the API response message that is returned to a party lookup request. This option is only active when a GET /parties response can be found for the transfer (that is, for sending DFSPs).
- **Quote Request:** Displays a **Quote Request** pop-up window, which provides the API request message that is sent to request a quote.
- **Quote Response:** Displays a **Quote Response** pop-up window, which provides the API response message that is returned to a quote request.
- **Transfer Prepare:** Displays a **Transfer Request** pop-up window, which provides the API request message that is sent to request a transfer.
- **Transfer Fulfil:** Displays a **Transfer Fulfil** pop-up window, which provides the API response message that is returned to a transfer request.

Quote Response

```
20   "tracestate": "mojaloop=eyJzcGFuSWQiOiI4ZmVlNzJlY2E1NDgzOTRmIn0=",
21   "user-agent": "axios/0.21.1"
22 },
23 "body": {
24   "transferAmount": {
25     "amount": "10.123",
26     "currency": "USD"
27   },
28   "expiration": "2021-03-26T12:06:00.852Z",
29   "ilpPacket": "AYIDkQAAAAAAAAAP0JGcucG00bWxyZWVlaXZlcmZzcC5tc2lzMzZG4uNzI2OTE3Mjk0N4IDYGVSSjBjbUZlYz",
30   "condition": "vZPV22AMbv4VCtFGj-rZ40YlSal6JuskNca2L9GUw0s",
31   "payeeFspFee": {
32     "amount": "0",
33     "currency": "USD"
34   },
35   "payeeFspCommission": {
36     "amount": "0",
37     "currency": "USD"
38   }
39 }
40 }
```

Close

Find a transfer using multiple search criteria

Use the Advanced Filtering tab to find a transfer when you do not know its Transfer ID. You can search for a transfer based on:

- the approximate time when the transfer occurred
- the institution (DFSP) that was involved in the transfer
- the status of the transfer

Find a Transfer

Basic Find a Transfer

Advanced Filtering

Filter transfers:

Approximate time of transfer

Date

Today

From

Nov 10th 2020, 00:00:00

To

Nov 10th 2020, 23:59:59

Contains Institution

Transfer Status

Find Transfers

Close

To find a transfer:

1. Use the date picker fields to specify the time period in which the transfer happened. Note that the time of the transfer is the time in your timezone.
2. In the **Contains Institution** field, enter the fspld of the DFSP that participated in the transfer.
3. In the **Transfer Status** field, select the appropriate value (Success, Pending, Error) from the drop-down list.
4. Click the **Find Transfers** button. A list of transfers that match your search criteria is displayed.

Find a Transfer

Transfer ID	Amount	Direction	Status	Batch ID	Institution	Date
1372ca10-790e-41a8-bc3e	USD 10.123	Outbound	Success		pm4mlreceiverfsp	2021-03-26T12:04:59.845Z
1fac49fe-d008-4036-af50	XOF 10.321	Outbound	Error		pm4mlreceiverfsp	2021-03-26T14:45:40.455Z
2314d12a-606e-4dc1-b0b	USD 10	Outbound	Error			2021-03-26T11:45:27.063Z
3402d4cc-0741-4f65-b9ad	USD 10	Outbound	Success		pm4mlreceiverfsp	2021-03-26T11:49:54.110Z
35ec731f-f604-4ddf-a9e2	XOF 10.321	Outbound	Error		pm4mlreceiverfsp	2021-03-26T14:36:06.120Z
4f579466-73b4-4b79-9e3d	USD 10	Outbound	Success		pm4mlreceiverfsp	2021-03-26T11:35:33.703Z
588b78c0-1545-4845-b3cf	USD 10.123	Outbound	Success		pm4mlreceiverfsp	2021-03-26T14:45:39.367Z
683c309c-b04e-4c64-b48	USD 10	Outbound	Success		pm4mlreceiverfsp	2021-03-26T11:47:14.726Z
9bd93329-bb67-4bb0-bec	XOF 10.321	Outbound	Error		pm4mlreceiverfsp	2021-03-26T16:46:21.544Z
9e0c3a90-a577-4186-a511	USD 10	Outbound	Success		pm4mlreceiverfsp	2021-03-26T16:45:06.432Z
9ead97ca-e994-4a73-804	USD 10	Outbound	Error			2021-03-26T11:42:30.355Z

Back to filtering

Close

5. Click an entry in the search results to view details of that particular transfer. The Transfer Details window pops up, which displays:

- A Basic Information tab with details, such as transfer amount, sender, recipient, and so on.
- A Technical Details tab with low-level technical details, such as the actual party lookup, quote, or transfer messages. This is useful for technical personnel performing a debug.


For further information on the details that the Transfer Details pop-up window provides, see the descriptions and screenshots in [Find a transfer based on its Transfer ID](#).



Successful Transfers


The Successful Transfers graph is showing a timeline of the past 24 hours and displays the percentage of successful transfers per minute. The time zone of the timeline is UTC.




The granularity of the graph is customizable. For example, you can zoom in on areas of interest and find out the timestamps of transfers that seem not to have been successful.


To be able to zoom, you must be in selection zoom mode. Ensure you have the **Selection Zoom** button  selected. This is the default setting.

Click the **Zoom In** or **Zoom Out** buttons   to zoom in or out. To zoom in on a particular area of the graph, select an area by clicking the graph, drag the mouse left or right, and release the mouse.

Click the **Reset Zoom** button  to reset the timeline to the original 24-hour granularity.

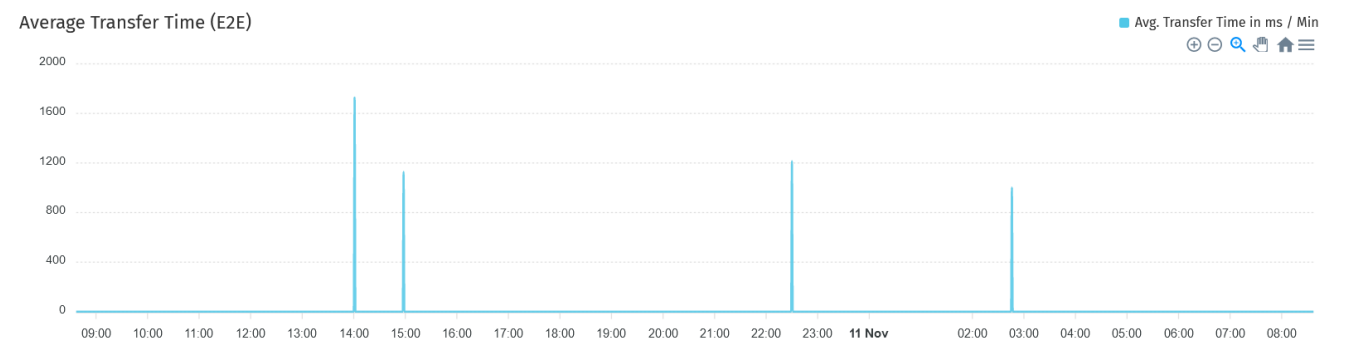
Another way to change the displayed range of the timeline is to pan an area. Click the **Panning** button , then click the timeline and drag your mouse to the left or right. Panning keeps the selected zoom granularity and lets you move along the X (time) axis.

To return to selection zoom mode, click the Selection Zoom button .

To download a chart in .svg, .png, or .csv format, click the **Menu** button .

Average Transfer Time (E2E)

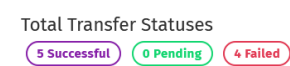
The Average Transfer Time (E2E) graph is showing your transfer latency with the Hub.



You can zoom in on particular areas if you spot an anomaly. This is useful when debugging issues.

Total Transfer Statuses

The **Total Transfer Statuses** widgets display the total number of successful, pending, and failed transfers.



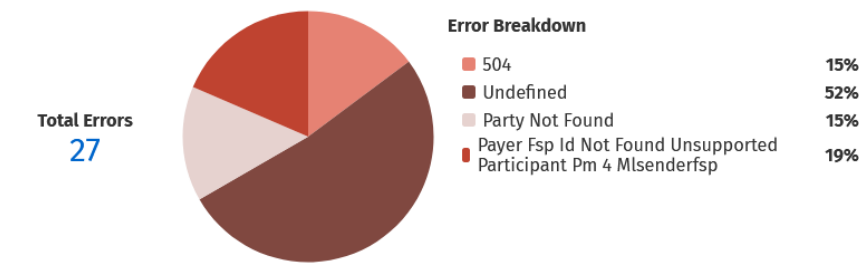
Transfers Errors Overview

The **Transfers Errors Overview** pie chart shows a breakdown of the types of errors that caused failed transfers.

Total Transfer Statuses

11 Successful 0 Pending 27 Failed

Transfers Errors Overview



Transfer ID	Direction	Type	Value	Error Type	Date
a3a0425a-5b25-4b10-8f3	Outbound	P2P	\$ 10	Undefined	2021-03-25T12:15:05.476Z
ae64d7ba-1cb6-46ce-9bc	Outbound	P2P	\$ 10	Undefined	2021-03-25T12:15:17.644Z
d9dc001e-ad8e-440c-b6	Outbound	P2P	\$ 10	Undefined	2021-03-25T12:58:57.093Z
ef5f2123-a5f2-4cf3-ae05-	Outbound	P2P	\$ 10	Undefined	2021-03-25T12:15:12.377Z

View All Errors

The table below the pie chart lists failed transfers. If there are more than four errors, then a **View All Errors** button is displayed, which allows you to check the full list of errors. To get the complete list of errors, click the **View All Errors** button. The **Transfers Errors** window pops up.

Transfers Errors

Transfer ID	Direction	Type	Value	Error Type	Date
033fd4b4-5eff-4bf7-b122-5a9030	Outbound	P2P	USD 10	Undefined	2021-03-25T15:25:27.725Z
07caddac-33ff-434b-ac93-73c920	Outbound	P2P	USD 10	Undefined	2021-03-25T13:04:35.687Z
0e5df1c7-e1eb-4fb5-9809-8b7645	Outbound	P2P	USD 10	Undefined	2021-03-25T13:36:51.164Z
1e09e7d4-fc02-440b-9715-c981e8	Outbound	P2P	USD 10	Undefined	2021-03-25T13:05:27.578Z
1fac49fe-d008-4036-af50-7652ef	Outbound	P2P	XOF 10.321	Payer Fsp Id Not Found Unsupported	2021-03-26T14:45:40.455Z
2314d12a-606e-4dc1-b0b8-c0650	Outbound	P2P	USD 10	Party Not Found	2021-03-26T11:45:27.063Z
35ec731f-f604-4ddf-a9e2-ee3e18	Outbound	P2P	XOF 10.321	Payer Fsp Id Not Found Unsupported	2021-03-26T14:36:06.120Z
364ba8c8-9b5d-4860-9418-cc74d	Outbound	P2P	USD 10	Undefined	2021-03-25T18:01:08.424Z
3e12b76b-e30d-43e7-a714-dda72c	Outbound	P2P	USD 10	Undefined	2021-03-25T13:35:41.680Z
4b779e9d-237f-440a-a316-592621	Outbound	P2P	USD 10	504	2021-03-25T16:39:11.765Z
8ff91384-3ae8-495d-b4c2-cc79dc	Outbound	P2P	USD 10	Undefined	2021-03-25T13:38:40.208Z

Close