AK MONEY

Online Remittance Portal User Guide

Table of Contents

INTRODUCTION

In order to better the customer experience of using AK Money Remittance Portal, We have created this User Guide, to explain how customers can register & login.
Also included is how you can send money and information on mangement tools available to assit you before and after transactions have been created or sent.

Below are some of the subject highlights covered in the User Guide.

Register/ Login → Registration → Login / Log Out → Profile / Notifications

Send Money → Create a Transaction → View / Create a Beneficiary → Find Locations

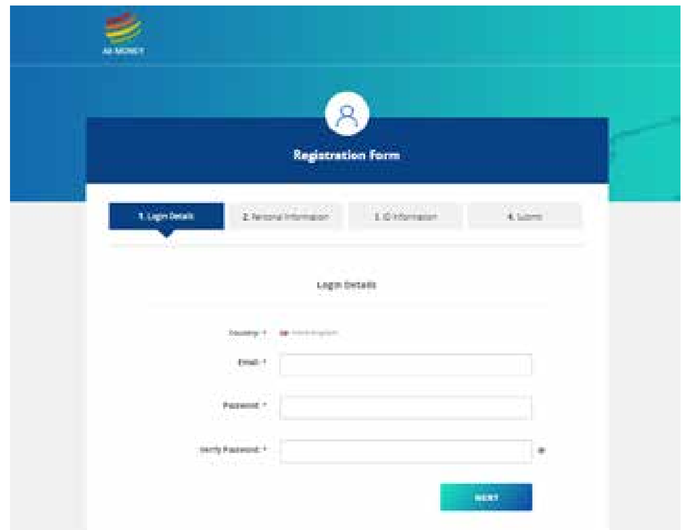
Manage → Payment Options → Estimate / Track → History

2 REGISTRATION

This section describes the registration process that the customer will go through and the screen-shots in this section are form the perspective of the Customer.
Please note that all fields marked “*” are mandatory and must be completed.

2.1.Login Details

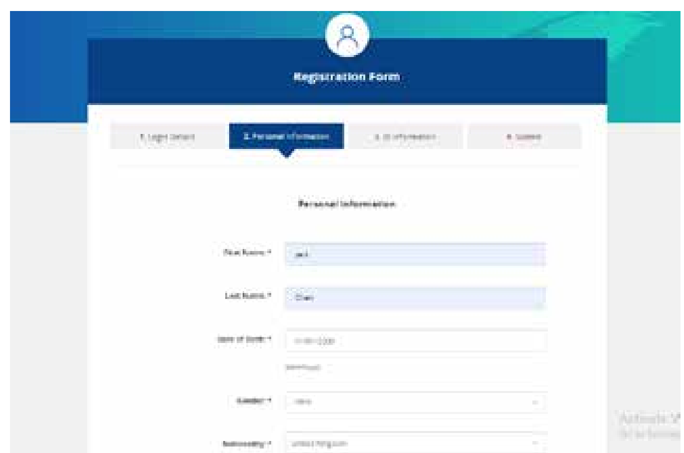
To commence the registration process, click on Personal tab to register. You will be taken to Login Details screen. Fill out the details as shown below.



Click on **Next** when done.

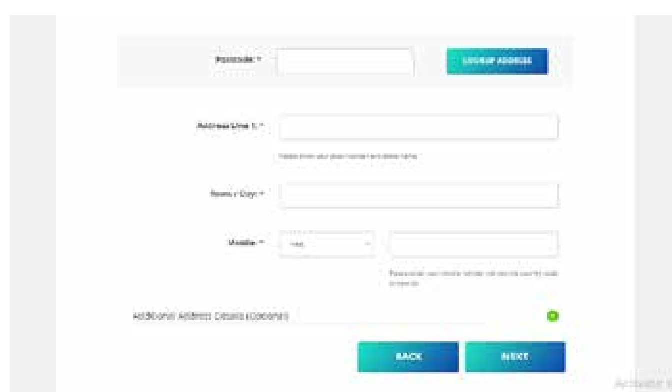
2.2.Personal Information

Fill out the **Presonal information** screen using your identity document and click on **Next**



2.3.Contact Information

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

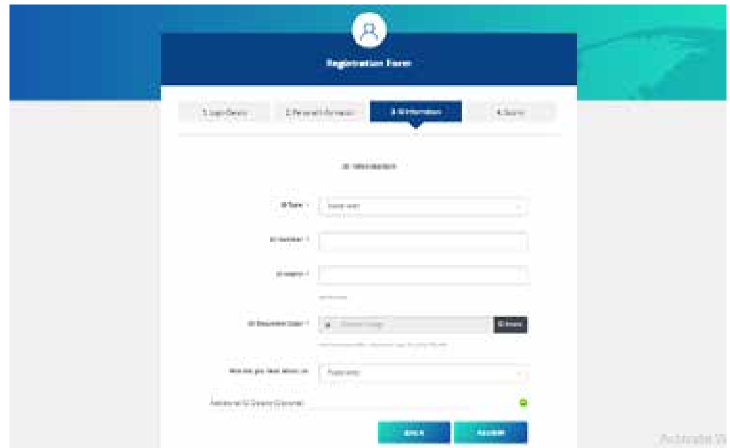


Click on **Next**.

2.4.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.

Click on **Next**.

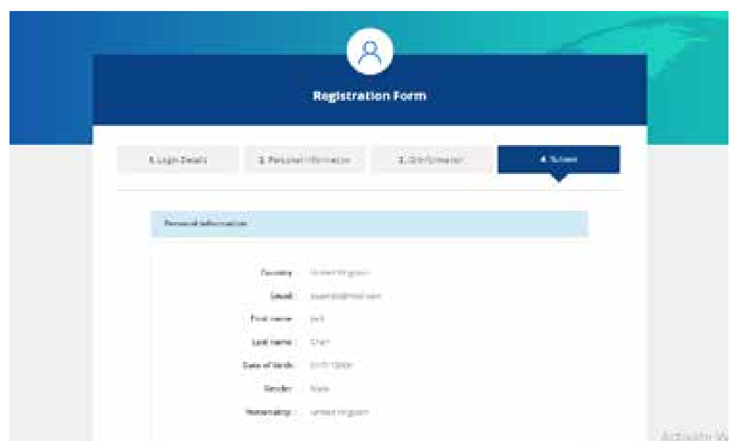


2.5 ID Information

Fill out the ID information screen. Enter the ID details and expiry date. Click upload tab to attach the relevant ID.

Repeat the same process for second ID section.

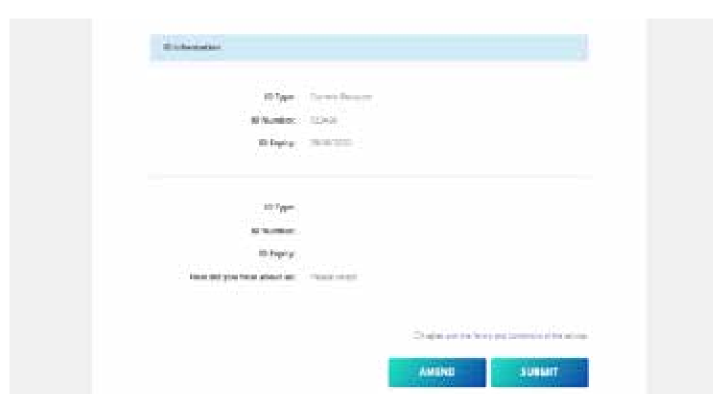
Click on **Next**.



2.6 Terms & Conditions

You will know be taken to the Review section. Once you have checked all the information entered is correct. Click on to check the box of Terms & Conditions. If any information entered is not correct, click on the Amend tab, this will allow you to go back and update the relevant section.

Click on **Submit**.



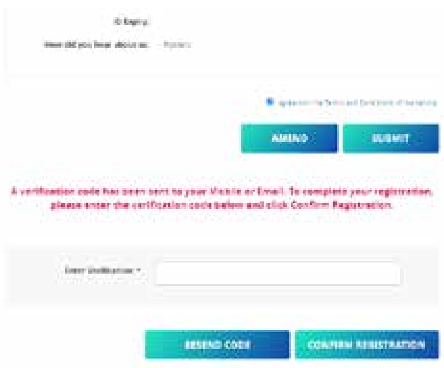
2.7 Confirm

Once you have selected the **Submit** tab, a verification email will be sent to your registered email address to verify with an activation code. Copy and paste code into the **Enter Verification** box.

click on **Confirmation Registration.**

2.8 Registration - Success

By clicking the submit button, a verification code will get sent to your provided mobile number. Once you enter the correct verification code from your SMS and submit your registration application,you will be redirected to the login page, your application will be reviewed by the compliance team and your account will be activated.

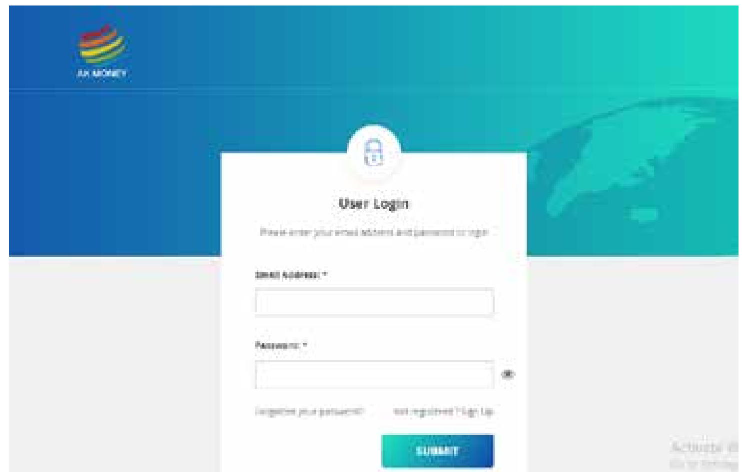


3 LOGIN

The Remitter (Customer) can access the AK Money Online Remittance Portal from the URL (http://https://app.akmoney.co.uk/login).

To Login, enter your email address and password created at time of registration

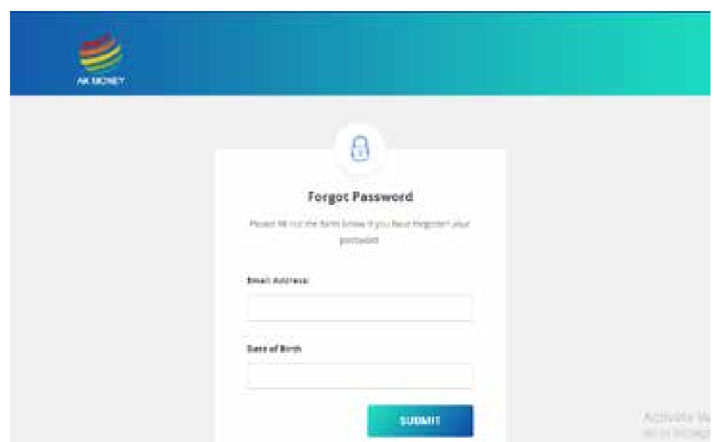
Click on **Submit.**



3.1 Forgot Password

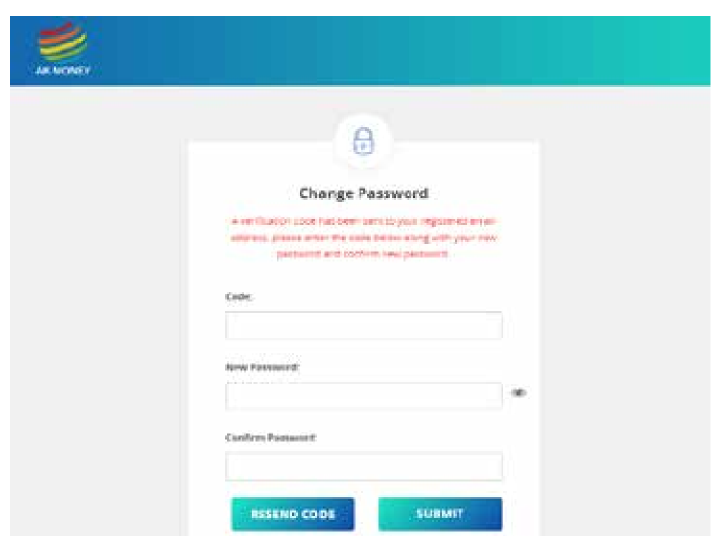
If you have forgotten your password. Click on Forgot Password on the Login Screen.
Enter your email address and your date of birth.

Click on **Submit.**



An email will be sent to you with a token reference number. Copy and insert the refrence number into the Token box. Enter a new password along with your registered email address.

Click on **Submit,** and your password will be reset.

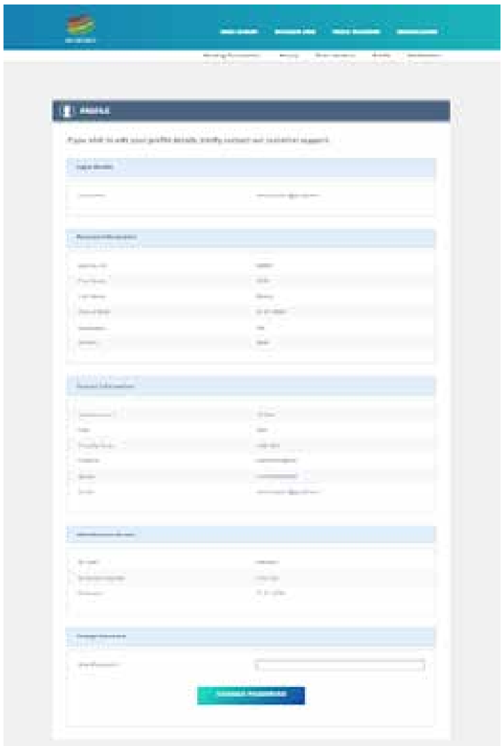


4 PROFILE

To view your profile information, once logged in to the system, click on the Profile tab in the top menu bar. This section explains the customer information held in the AK Money Remittance Portal. To view your profile information, click on the Profile tab in the top menu bar.

4.1 Information

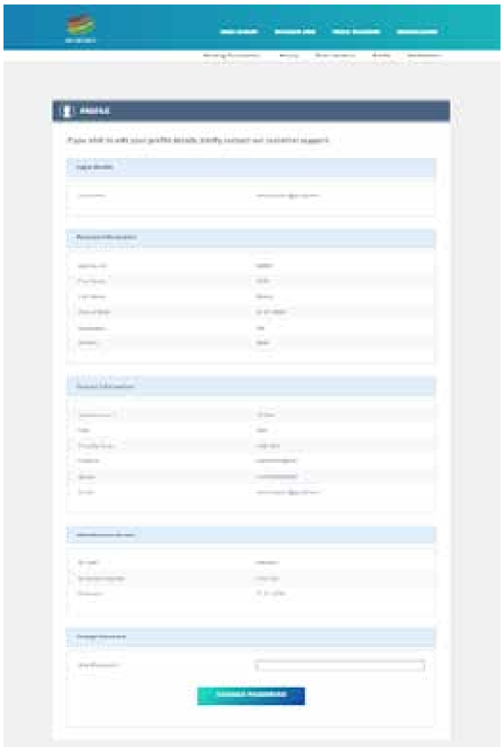
The information displayed is the data filled in at time of application. If any details are incorrect or outdated, click **Edit Profile** and update the relevant section.



4.2 Change Password

At the bottom of the profile page you can change your password by entering in new password section and pressing update.

If you wish to update your password, simply click **Edit Profile** at the bottom of the page. Enter your new password, and click on **Change Password.**



5 NOTIFICATIONS

This section explains how you are able to set and manage your notification settings. To view notifications click on the Notifications tab in the top menu bar.

Country

This should display the country of registration.

Languages

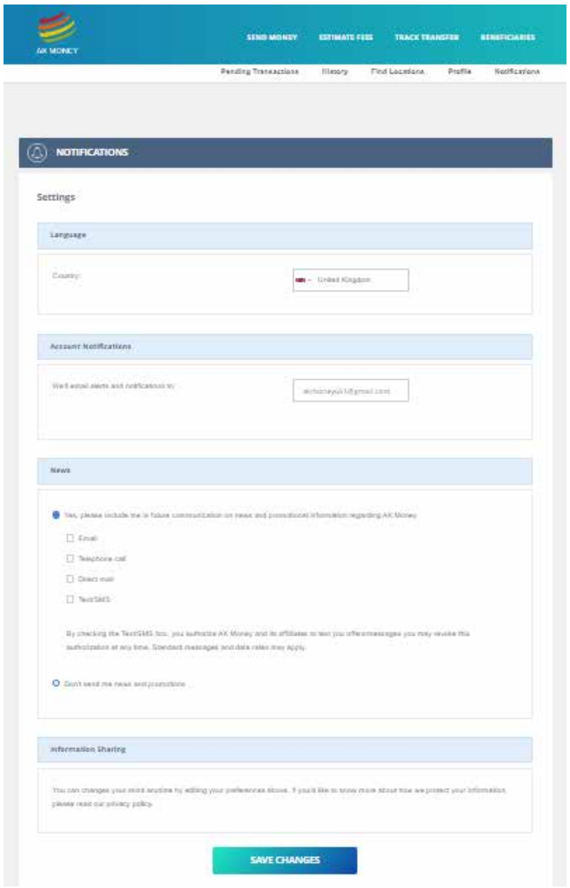
Allows you to select the preferred language you wish to display the portal in.

Account Notifications

The email displayed is the default email address that any information or activities on AK Money Remittance platform will be sent to.

News

This section allows you to set news alerts according to your preference. You can select either one or all methods, which are Email, Telephone, Direct Mail or Text SMS.



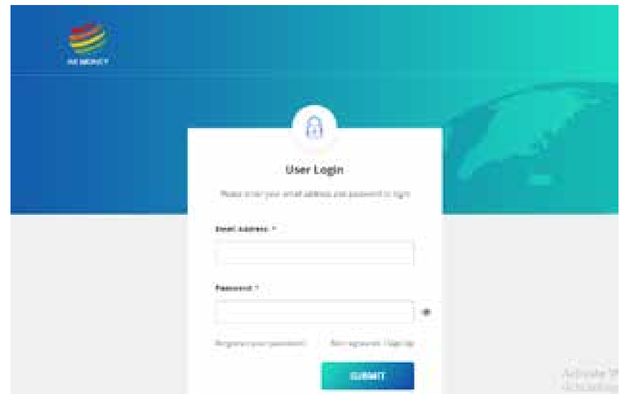
6 BENEFICIARY MANAGEMENT

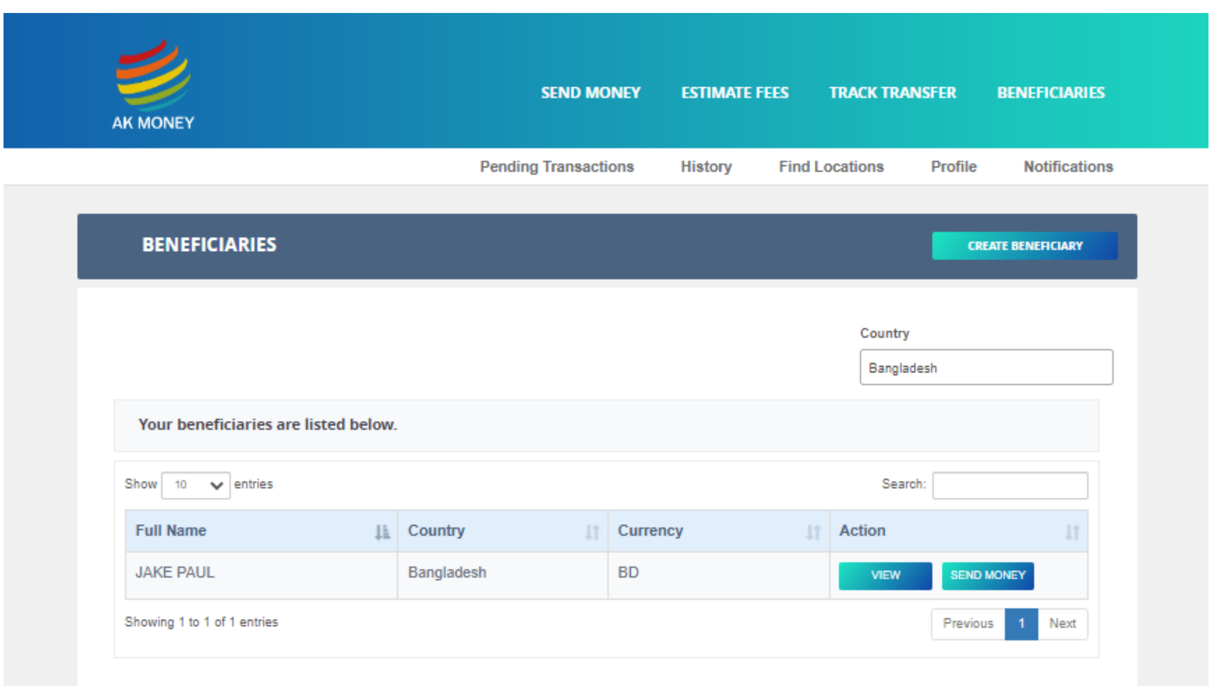
This section describes how a customer (Remitter) can add, manage and veiw beneficiaries in AK Money Portal.

1. Log in to the portal using the **User Email Address and Password** you (the Customer) provided during the registration process.

2. Once you have logged into the AK Money Remittance Portal, click on **Beneficiaries**. You can also view and add beneficiaries by selecting **Send Money**, where you will be able to view, select or create a new beneficiary.

3. To add a new beneficiary click on **Create Beneficiary** tab.





6.1 Beneficiary - Create

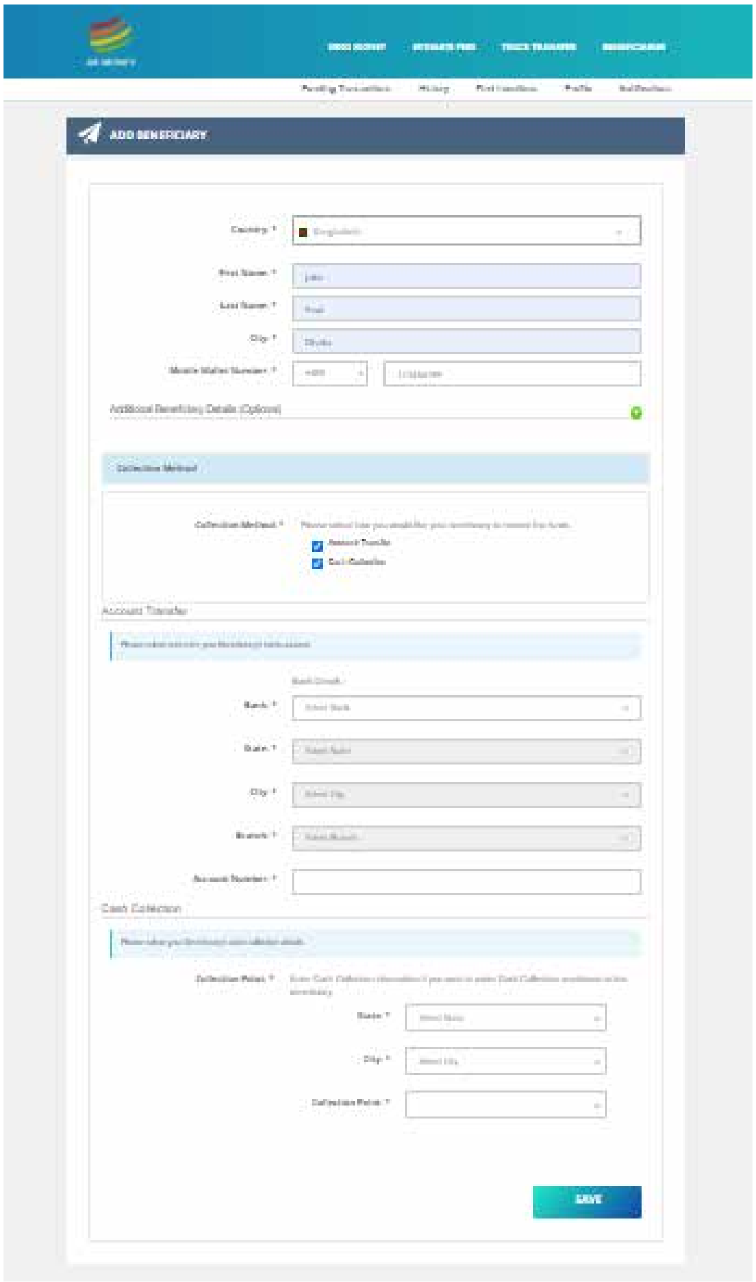
Fill in all the required fields listed on Create Beneficiary page.

You also have the option to provide the ID information.

If your preferred method of pay out is to a bank account, enter the account number of the beneficiary.

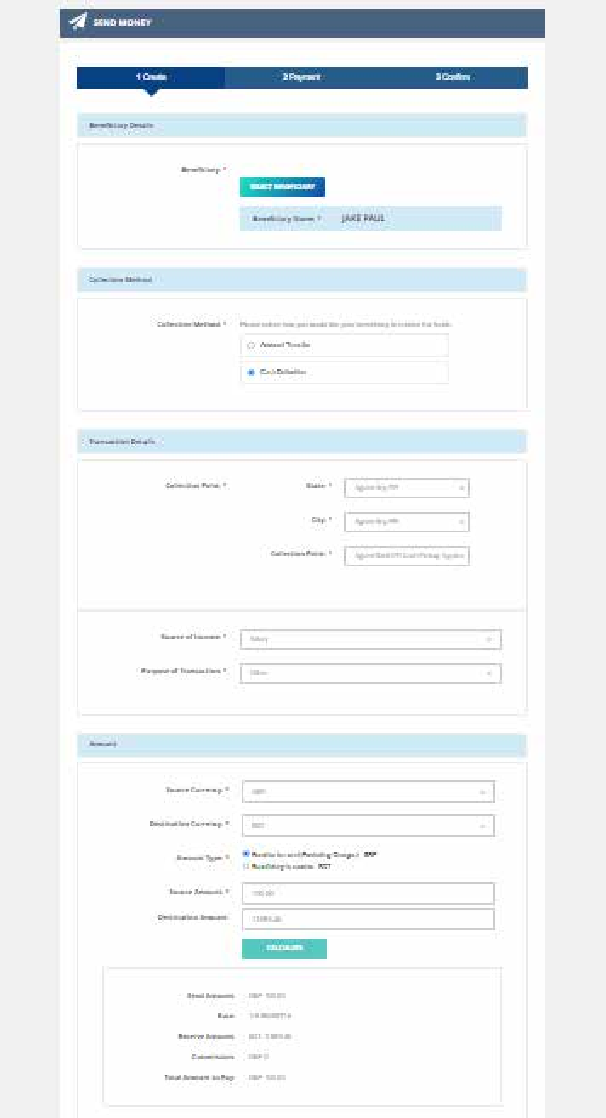
If your preferred method of pay out is cash, select the country, state and city from the dropdown menu.

Click on **Save.**



6.2 Utility Bill

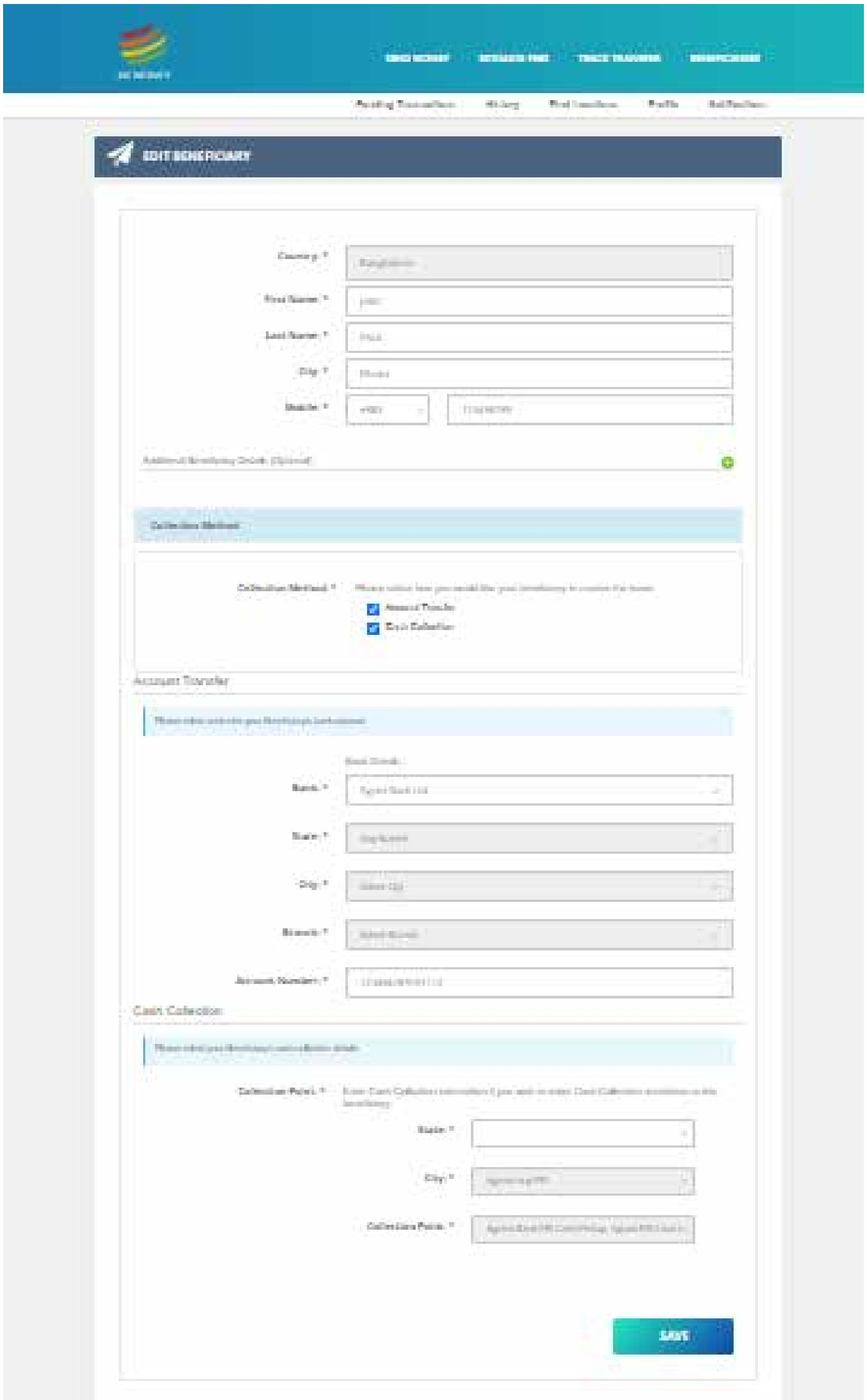
If you need to pay a utility bill in your name aboard, click on send money tab from the top menu bar, click on **Utility Bill Payment** button.



Fill in the details of the utility company, account number and address and bank details as prompted and click on **Next.**

6.3 Edit / Amend Beneficiary

If you need to edit or amend beneficiary **details**, click on Beneficiaries tab from the top menu bar. Click on the Details icon, edit or update the information and click **Save**.

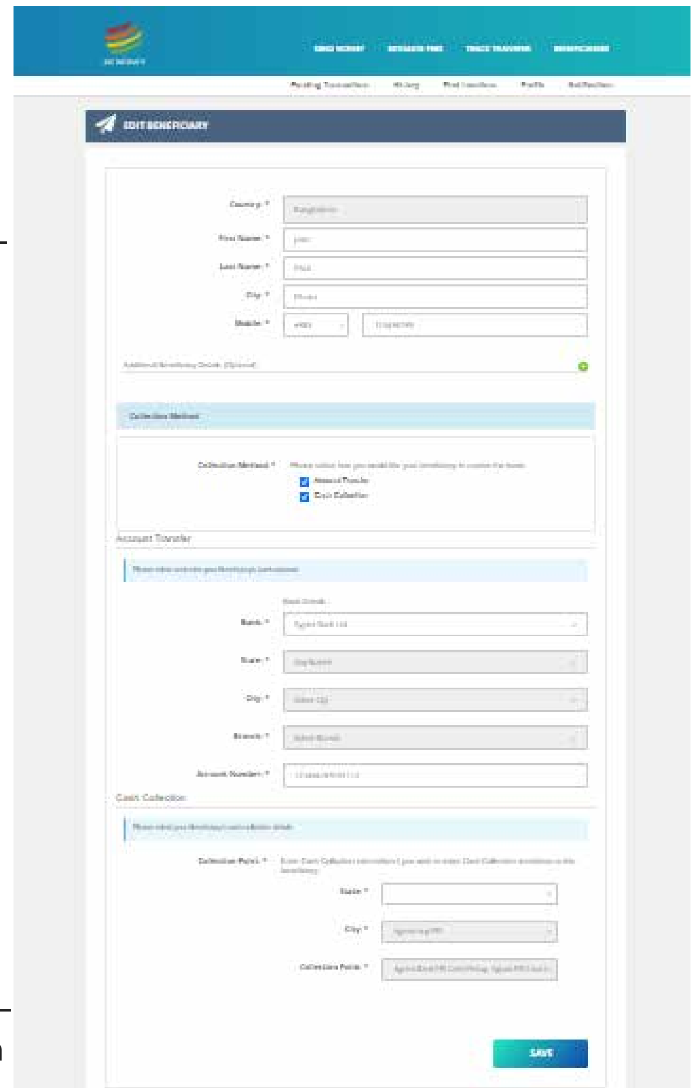


7 SEND MONEY

This section describes how you can create or send money transactions.

7.1 Create

Select a beneficiary who you want to send money to from the list of saved beneficiaries.



If you need to create a beneficiary then select Create tab. Enter the beneficiary details (see section 6 Beneficiary Management for further instructions).

Transfer Type:
Select how you would like the beneficiary to be paid i.e. Bank Transfer or Cash Collection

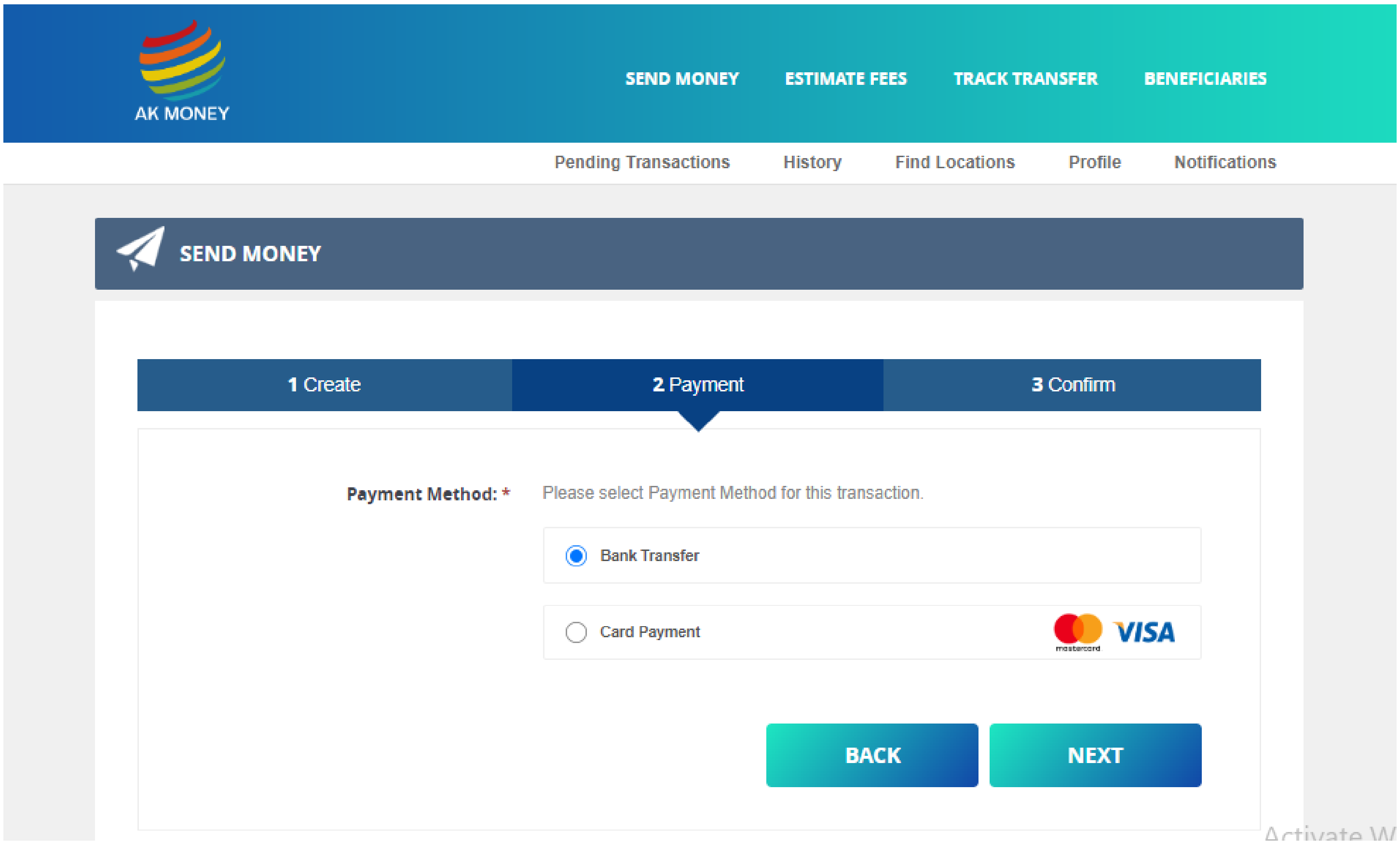
Transfer details:
Enter the source of income along with the purpose of remittance from the dropdown menu.

Select the collection point of where you would like the beneficiary to collect funds from or in case of bank transfer it will automatically pick up the bank details.

Amount:
If you wish to pay the beneficiary a certain GBP equivalent amount select Remitter to Send option. If you wish the beneficiary to receive a fixed amount in their currency, select Beneficiary to Receive Option.

7.2 Payment Option

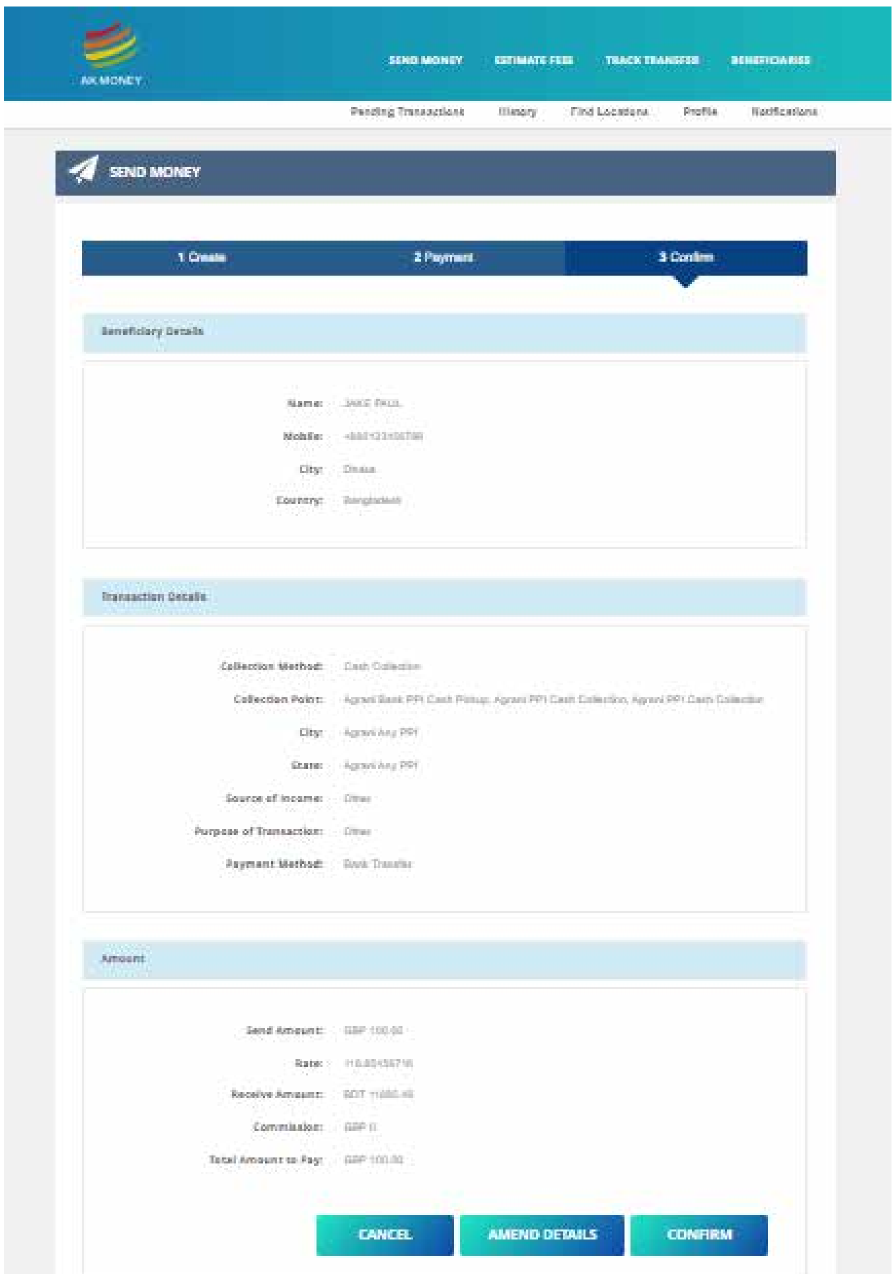
Select the method of payment you wish to use to settle the transaction with AK Money.



7.3 Confirm or Amend

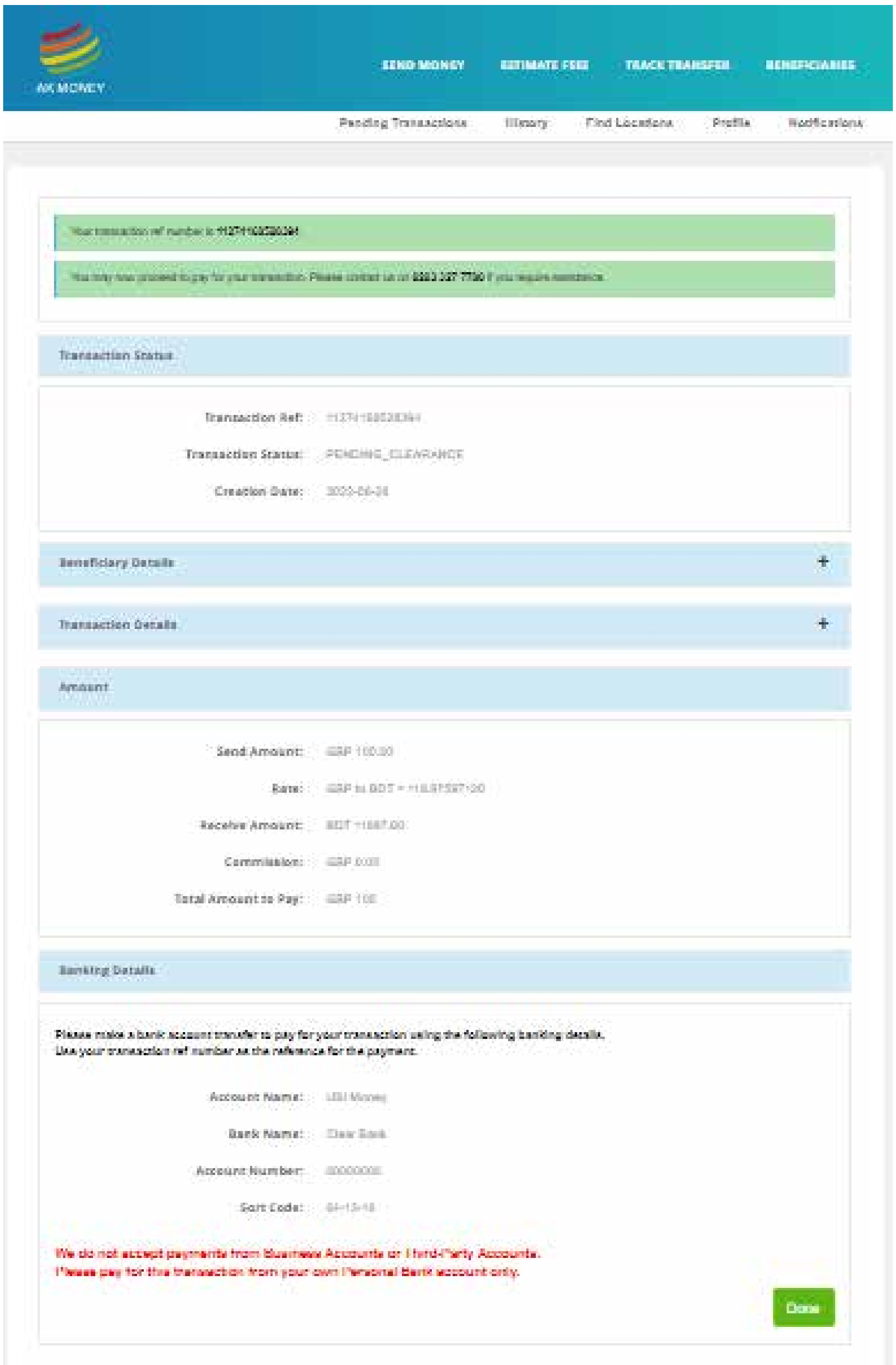
A summary of the information entered will appear on this page. If any of the details are incorrect or you wish to amend anything, click **Amend Details** button. If the details are correct then click on **Confirm button**.

An email will be sent to the registered email address with a verification code, copy the code in to the verification box and click on **Confirm Transfer**.



7.4 Transfer Details

You will be taken to the Transfer Details screen where you will be issued with a transaction reference. The selected payment method that you chose when you created the transaction, will be shown on the bottom of the screen with bank details or will be a link to pay for the transaction.

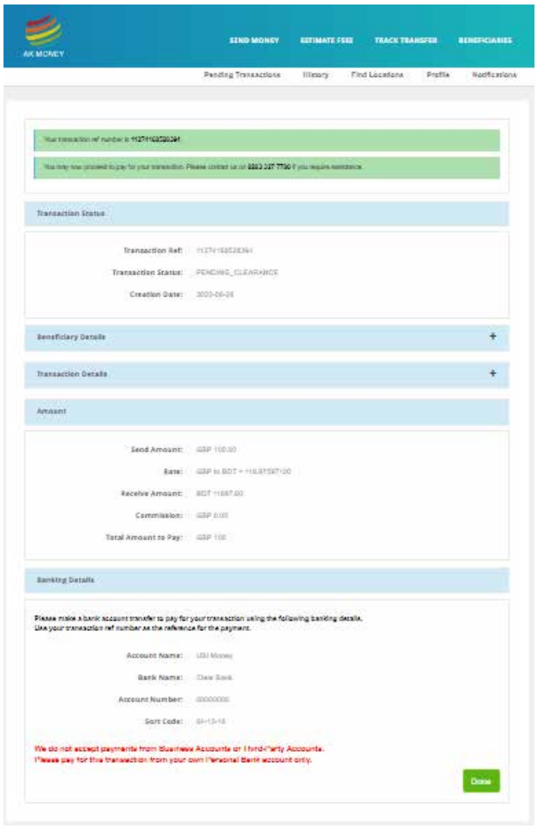


8 PAYMENT METHODS

This section explains the methods which you can use to pay for transactions.

During the creation of a transaction you can select to pay via Debit Card, Bank Transfer or Sofort. Your preferred payment type should be selected before you click **Next.** Once the transaction has been completed, the summary screen will display the link or details to make the payment for the transaction.

If a transaction has already been created and you wish to pay, select the **Details** icon from the in process section on the dashboard. You will be taken to the summary screen with the link or details to make the payment for the transaction.



8.1 By Debit Card

You can choose to pay for your transfer with your debit card, click on the "Pay for Transfer" tab at the end of placing a transfer and you will be taken to secure payment section.

8.2 By Bank Transfer

You can make online payments to our account via FASTA or Swift.

5.7. Bank Transfer (SoFort)

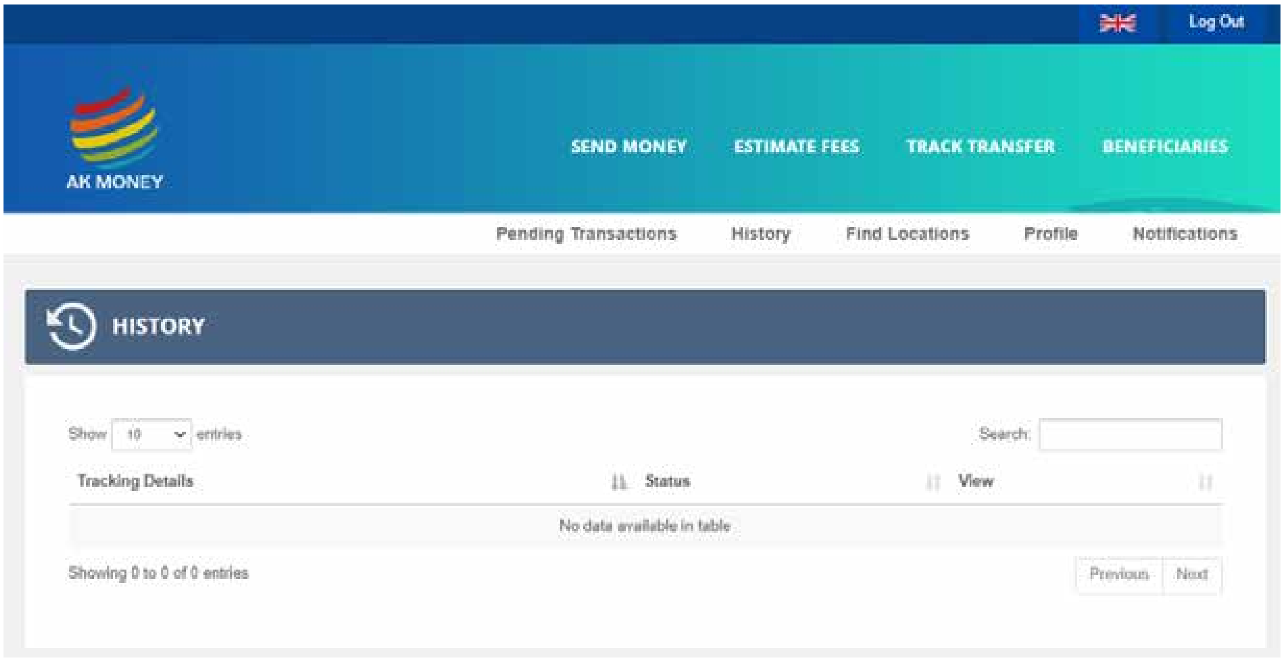
With SOFORT banking you can pay easily and securely with your usual online banking login data. No registration is required.

9 HISTORY

This section explains how you can view your transaction history,

Once you have successfully logged in, click on the plus sign on the main dashboard next to History. Alternatively you can select the **History** tab from the top menu bar,

You can view the name of the beneficiary, date, transaction reference number and the send currency total. You can view the details of the transaction by selecting the **Details** icon or if you would like to send another amount to the beneficiary simply select **Resend** icon.



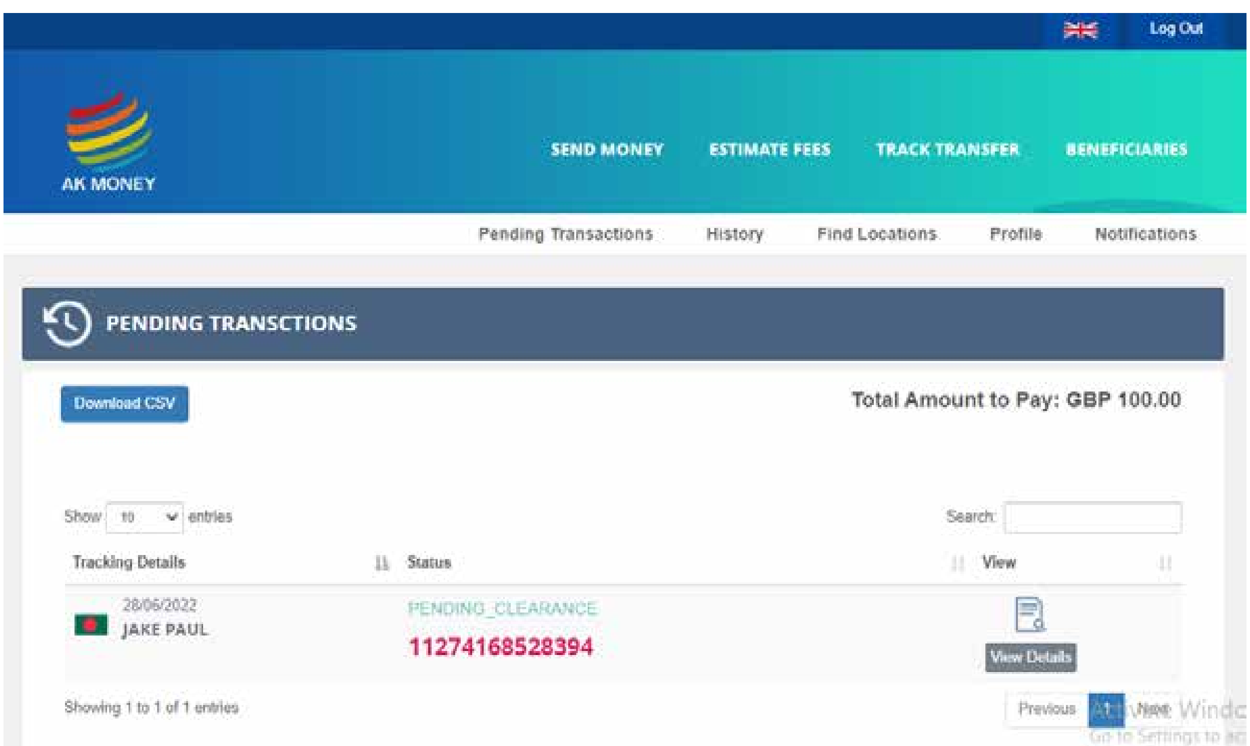
10 PENDING TRANSACTIONS

All transactions which are created and awaiting payment can be viewed in the pending transactions section.

Once you have successfully logged in to the dashboard, Select pending transaction by clicking on the plus sign next to tab In Process.

This section explains how you can view any pending transactions which have been created and are awaiting payment or have not been collected.
Once you have successfully logged in, click on the plus sign on the main dashboard next to In Process

You can view the name of the beneficiary, date, transaction reference number and the send currency total. You can view the details of the transaction by selecting the **Details** icon or if you would like to send another amount to the beneficiary by selecting **Resend** icon.



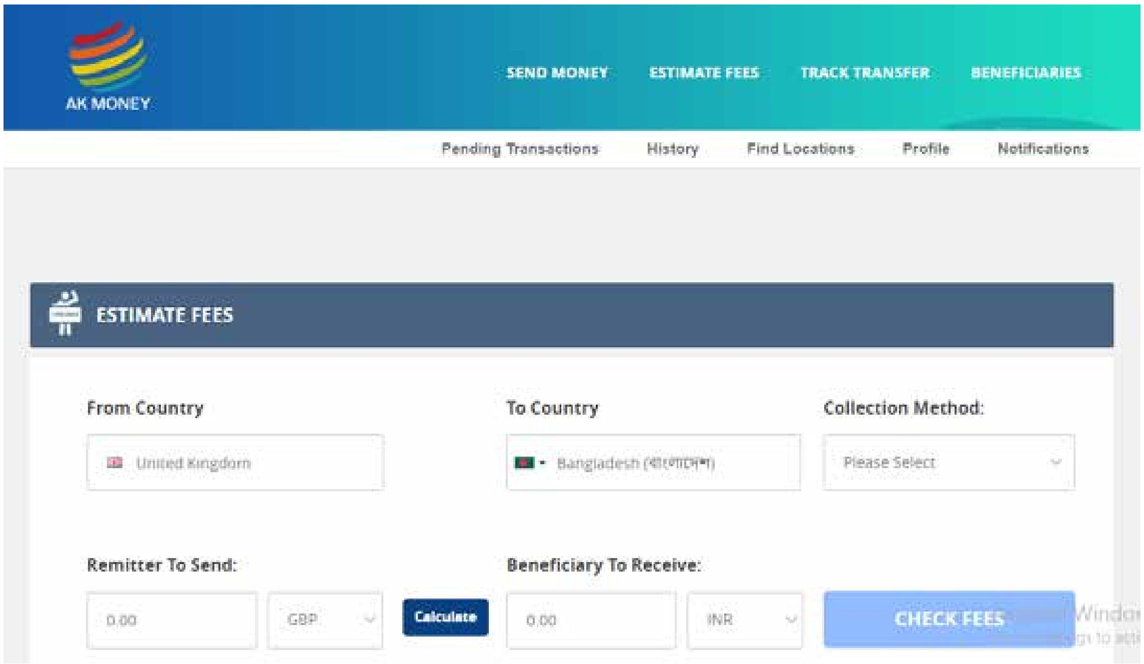
11 ESTIMATE FEES

This section explains how you can check the cost of sending and exchange rates without or before creating a transaction. Click on **Estimate Fees** tab from the top menu bar.

Select the From Country (the country you are sending from) and the To Country (the country you are sending to) using the dropdown menu.

Select the Transfer Type i.e. Cash Collection or Bank Transfer.

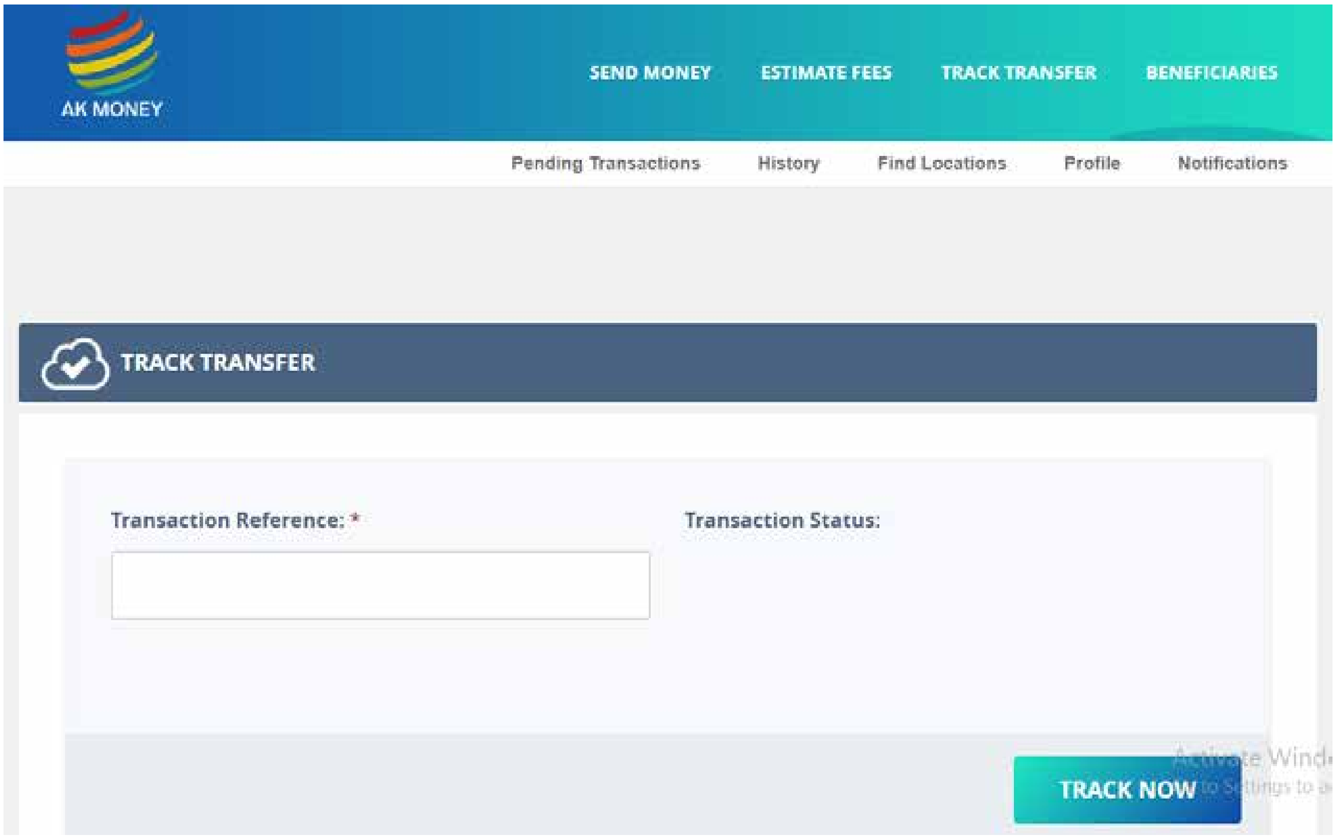
Enter the amount in Remitter to Send section or the Beneficiary to Receive section. Click on the **Check Fees** tab, the exchange rate and fees will be displayed.



12 TRACK TRANSFER

If you would like to find out the status of a transfer you have sent, simply click on the **Track Transfer** tab from the top menu bar. Enter your transaction reference and click on **Check Now.**

Your transfer status will be displayed.



13 FIND LOCATIONS

This section explains how you can find cash pay out locations.

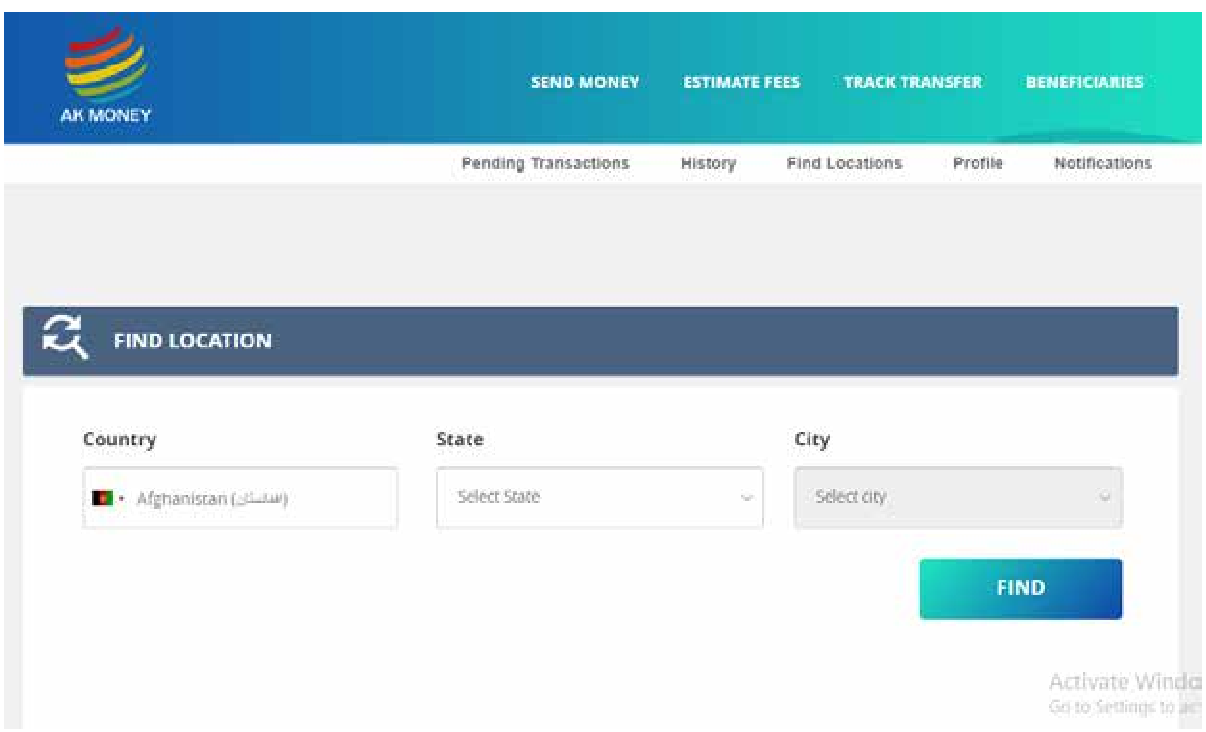
Once you have successfully logged in click on the **Find Locations** tab in the top menu bar.

Enter the country you wish to enquire about, select the state and city using the dropdown menu. Your results will be displayed automatically below.

Enter the Country using the dropdown box.

If you know the street, city, or post code you can enhance the search for more accurate results or search by Agent Name by clicking the check box.

Once your details are entered click on **Search** button.



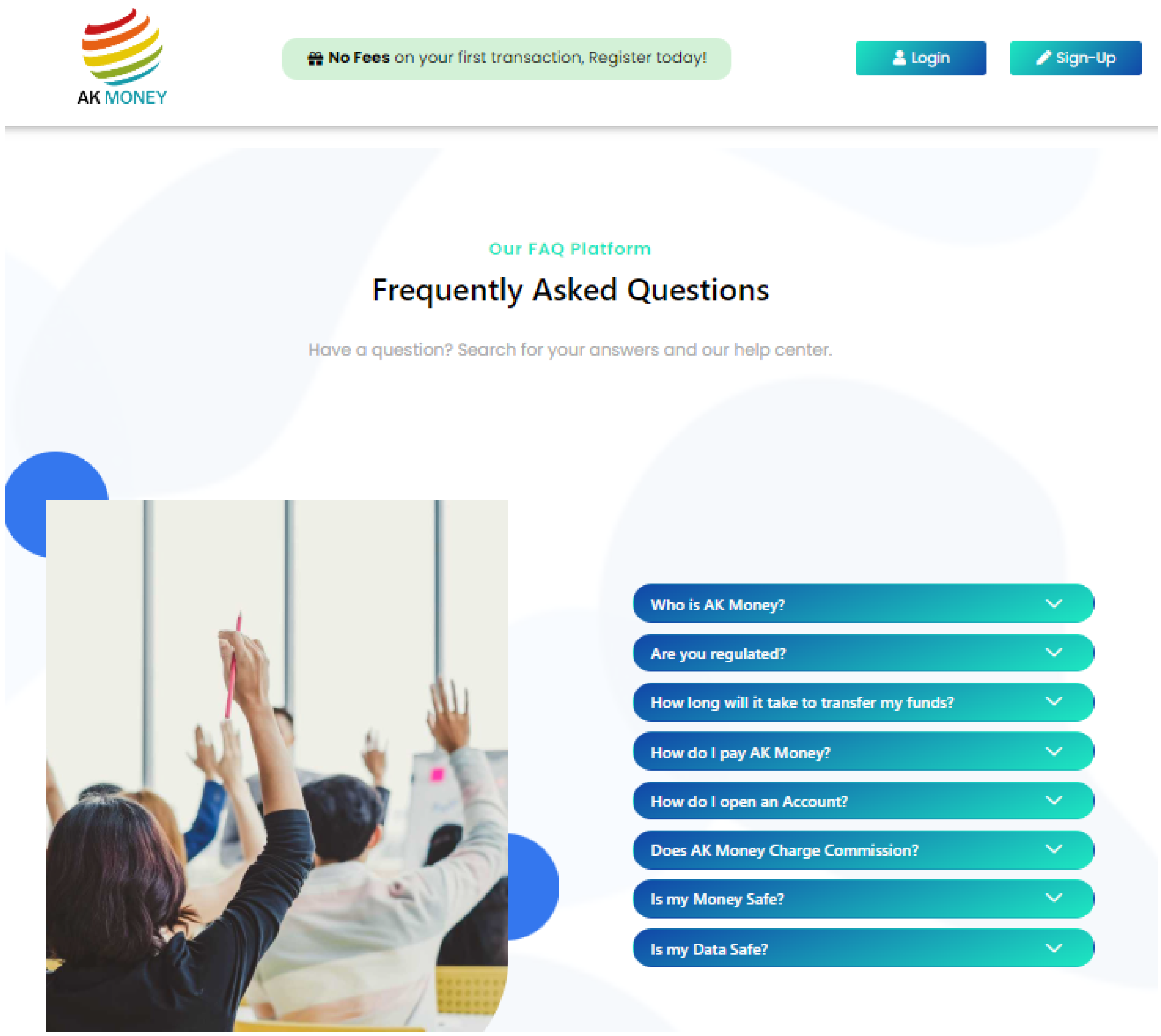
14 FAQ

This section explains how you can find answers to frequently asked questions. Once you have successfully logged in, Select the **FAQ** tab, from the bottom of the page.

There are four sections: Sending, Managing, Technical / Support and Fraud. To expand the sections, click on the plus sign. To collapse the section click on the minus sign.

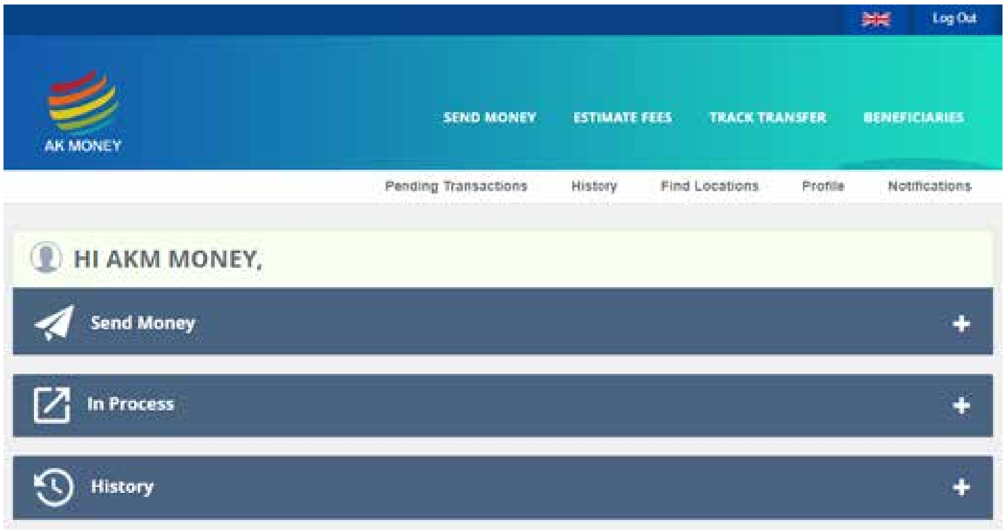
Once you have identified the question simply click the plus sign to read the answer

If you do not find the answer to your query please call our support line on 0203 327 7780 and we will be more than happy to assist you.

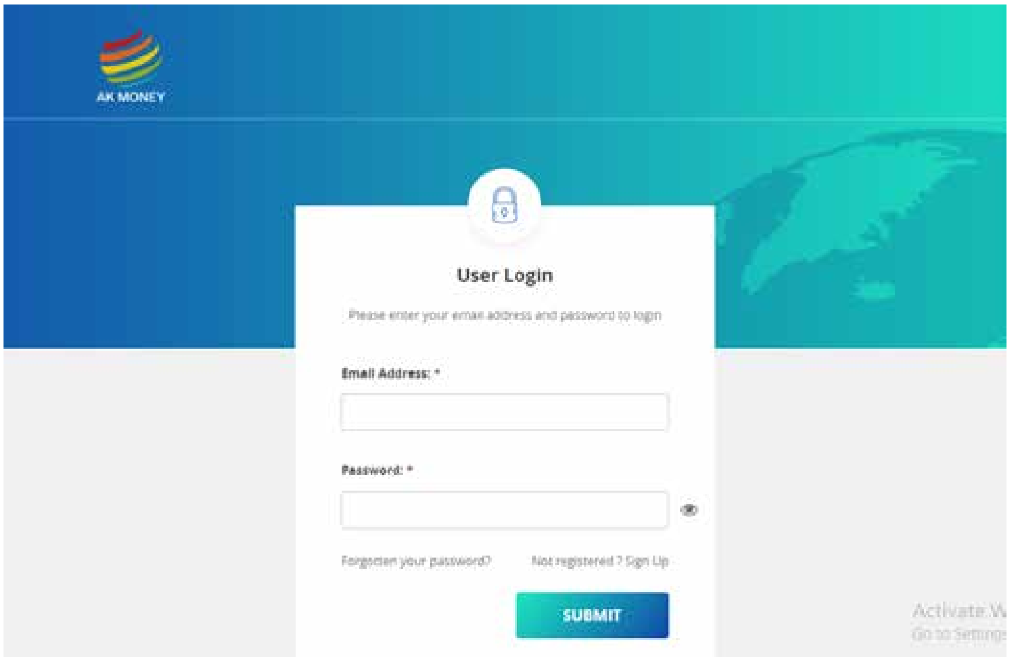


15 LOGOUT

To log out your session, simply click **Log Out** tab in the top right corner.



Once selected you will e returned to the login screen.



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