



Domestic Money Transfer



Step 1 : Select Services from Menu

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
User LoggedIn Details		MONEY TRANSFER ▶		
UserCode*		AEPS/MICRO ATM ▶		
Date*		TRAVEL ▶		To Date*
View		CASH COLLECTION ▶		
		INSURANCE ▶		
		PAN CARD ▶		
		RECHARGE & BILLPAY ▶		

Step 2 : Select Mobisafar DMR

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
User LoggedIn Details		MONEY TRANSFER ▶		MOBISAFAR DMR
UserCode*		AEPS/MICRO ATM ▶		MOBISAFAR DMR 2
Date*		TRAVEL ▶		YESBANK MONEY TRANSFER
		CASH COLLECTION ▶		NEPAL MONEY TRANSFER
View		INSURANCE ▶		ICICI CASH DEPOSIT
		PAN CARD ▶		CREDIT CARD BILL PAYMENT
		RECHARGE & BILLPAY ▶		

Step 3: Enter Sender's mobile number/ Account number

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
MOBISAFAR - MONEY TRANSFER				

How to initiate money transfer

- > Please enter 10 digit sender mobile number as mentioned below.
- > If entered mobile number is not register then you have to register first with received OTP on same number & set new MPIN.
- > Use same MPIN to complete transaction.

[Click Here to View FAQ](#)

Search Sender

Sender Mobile(10 Digit) Sender A/c No

Register Sender's mobile number

Search Sender

Sender Mobile(10 Digit) Sender A/c No

Entered sender mobile are not registered. Do you want to register?



Step 4 : Enter Sender's details and Mpin along with OTP received on Sender's number

Your mobile is not registered to remittance service. Kindly register first. OTP for registration has been sent to your mobile.

Sender Mobile Number

7042668166

Sender Name*

Karan Tandon

Enter Valid Name as per RBI rules. If any Incorrect Name found, transaction will be on hold without Intimation किसी भी प्रकार के टंड/पेनल्टी से बचने के लिए कृपया बैंक मनी ट्रांसफर में प्रेषक/सेन्डर की जानकारी(नाम एवं पता) हमेशा पूर्ण रूप से सही भरें।

New MPIN*

••••

Confirm New MPIN*

••••

Enter OTP(you have received)*

7810

[Resend OTP](#)



Step 5: Select add new beneficiary and add beneficiary details.

- 1.) Bank name
- 2.) Account number
- 3.) IFSC Code

Enter Mpin and select Add with Verification (Charges (Rs. 3 + Rs. 1) - [Rs. 1 will be credit to Customer's Bank Account

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
MOBISAFAR - MONEY TRANSFER				
Sender Details				
Mobile Number	7042668166	Name	Karan Tandon Change Sender Name	
Available Transfer Limit(Rs.)	25000.00	KYC Type	MIN KYC	
Forgot MPIN?				
Beneficiary Registration				
Register Type*	<input checked="" type="radio"/> Without Using IFSC <input type="radio"/> Using IFSC <input type="radio"/> Credit Card Payment			
Bank Name*	--SELECT--			
Beneficiary Name*	MSP38997			
Beneficiary Account Number*				
IFSC Code*				
Bank Name		Branch Name		
City		State		
Mobile	7042668166			
MPIN*	*****			
<input type="button" value="Add"/> <input type="button" value="Add with Verification"/> <input type="button" value="Cancel"/>				

Step 6: Select mode of transaction as IMPS or NEFT

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports					
MOBISAFAR - MONEY TRANSFER									
Sender Details									
Mobile Number	7042668166	Name	Karan Tandon Change Sender Name						
Available Transfer Limit(Rs.)	25000.00	KYC Type	MIN KYC						
Forgot MPIN?									
List of Beneficiary									
Now NEFT is working 24*7 (On holidays also) NEFT हफ्ते के सातों दिन २४ घंटे चालू रहती है.									
Search	Add New Beneficiary	Back to Sender Search							
Name	Account No.	Bank	IFSC Code	Verified Status	Pay Mode	Status	RegType	Change Status	Created Date
MSP38997	039901565244	ICICI BANK LIMITED	ICIC0000399		IMPS NEFT	ACTIVE	Without Using IFSC	Active Deactive	04/08/2020 15:08:57

Step 7: Enter Amount and Mpin

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports						
MOBISAFAR - MONEY TRANSFER										
Initiate Transaction										
Sender Avail Balance(Rs.)	25000.00									
Benef Register Type	Without Using IFSC									
Benef Account Number	459302120003003									
Benef Account Name	SUNDARAM YADAV									
Bank IFSC	UBIN0550809									
Remittance Mode	IMPS									
Remittance Amount*	<input type="text" value="10000"/>	(Min:100)								
Txn Fee**	100.00									
MPIN**	<input type="text"/>	<table border="1"> <thead> <tr> <th>Amount</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>5000</td> <td>50.00</td> </tr> <tr> <td>5000</td> <td>50.00</td> </tr> </tbody> </table>			Amount	Fee	5000	50.00	5000	50.00
Amount	Fee									
5000	50.00									
5000	50.00									
Terms and Conditions										
<p>If the account number and IFSC code of the beneficiary is incorrect, then the transaction will fail. In this case, the amount will not be refunded immediately. The amount will be refunded by deducting the servie fees, when Mobisafar receives the amount from the Bank. This may take few hours to some days.</p>										
<input checked="" type="checkbox"/> I have read and accepted the Terms and Conditions										
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>										

Step 8 : Transaction Success, Press the tab “Get slip” for transaction slip

Channel Partner's Partner's Wallet Services Register Complaint Reports





MOBISAFAR - MONEY TRANSFER

Your Transaction Status

Txn Id	Txn Date	Reference	Reference1	Txn Amount	Txn Fee	Account No.	Account Name	Mode/IFSC	Status	Reason	Description
64994549	05/08/2020 12:53:05	021812142838	ECO_SYS_USR6_0805202012530620	5000.00	50.00	459302120003003	SUNDARAM YADAV	IMPS/ UBIN0550809	Success		Transaction Successful/0
64994545	05/08/2020 12:53:03	021812142776	ECO_SYS_USR8_0805202012530457	5000.00	50.00	459302120003003	SUNDARAM YADAV	IMPS/ UBIN0550809	Success		Transaction Successful/0

Back to Sender

Get Slip

Step 9 : Transaction Slip

MONEY TRANSFER SLIP							
MSP Code:	MSP0042			MSP Name:			
Transaction Amount(INR):	2,800.00			Sender Name:			
Sender Name:				Sender Mob:			
Txn Id	Txn Date	Reference	Txn Amount	Account No.	Account Name	Mode/IFSC	Status
64998496	05/08/2020 13:15:38	021813038272	2800.00			IMPS/ ALLA0:	Success
Generic T&C/Disclaimer							
<p>1.MOBISAFAR only a Business Correspondent (BC) of Payment Bank Limited and this outlet is a BC Agent of Payment Bank Limited through MOBISAFAR. 2.Customer is requested to furnish correct Beneficiary details (beneficiary name, Account No., Bank details) at the time of Beneficiary registration. 3.If the customer is charged in excess of the Fees/charges Rs.28.00 including GST. He/She should complain about the same on MOBISAFAR Customer Care Number. 4.MOBISAFAR will not entertain any complain with reference to any mistake/omission on the part of the sender. 5.For any registration related issues the Sender should contact the BC Agent</p>							
<input type="button" value="Print"/> <input type="button" value="Close"/>				This is a computer generated slip and does not require any signature.			

DMT REFUND PROCESS

Step 1 : Go to View Transaction status, enter transaction ID Or mobile number, date and click search

Channel Partner's Partner's Wallet Services Register Complaint Reports

MOBISAFAR - MONEY TRANSFER 2

How to initiate money transfer
-> Please enter 10 digit sender mobile number as mentioned below.
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[Click Here to View FAQ](#)

Search Sender

Sender Mobile(10 Digit) Sender A/c No

Search **View Transaction Status** IMPS NPCI Txn Status GO TO DMR-1

NEW Note: Dear User, We are requesting you, Please do not refresh page during transaction or after transaction or anywhere else it may be effect of double entry/logout.

MOBISAFAR SERVICES PRIVATE LIMITED
Customer Care No. from 9AM to 6PM: 0161-5015030(Mon-Sat) | Support care email: care@mobisafar.com | Emergency call: Contact your Area Manager

MOBISAFAR DMR - Transaction Status

Transaction ID	<input type="text"/>	Sender Mobile	<input type="text"/>
Benef A/c.	<input type="text"/>	To Date*	<input type="text" value="07/08/2020"/>
From Date*	<input type="text" value="07/08/2020"/>	Fetch From*	<input checked="" type="radio"/> Live DataBase
Status	<input type="text" value="--All--"/>	Older data than 31/03/2020 is available between 09PM to 06 AM	

Note: Amount will refund with OTP for only rejected transaction status

Search Close

Step 2 : Select transaction ID and click on “Request for OTP” below

MOBISAFAR DMR - Transaction Status

Transaction ID	<input type="text"/>	Sender Mobile	<input type="text"/>
Benef A/c.	<input type="text"/>	To Date*	<input type="text" value="15/07/2020"/>
From Date*	<input type="text" value="01/07/2020"/>	Fetch From*	<input checked="" type="radio"/> Live DataBase
Status	<input type="button" value="Rejected"/>	Older data than 31/03/2020 is available between 09PM to 06 AM	

Note: Amount will refund with OTP for only rejected transaction status

	Txn Id	User Code	User Name	Txn Date	Operator	Txn Amount	Txn Fee	Service	SenderName	SenderMobile	Benef A/c	Benef Name	Status	Refund Date	Reason
Request for OTP	60865649	MSP0042	MEERA	06/07/2020 17:27:52	MOBISAFAR DMR	5000.00	50.00	018817073828	SUSHIL KUMAR	7814570352	70830100013801	RAJESHAVARI KUNWAR	Rejected		Rejected
Request for OTP	60608926	MSP0042	MEERA	04/07/2020 18:28:43	MOBISAFAR DMR	5000.00	50.00	018618064719	SHESH NATH	9646374693	73880100138171	MAHIMA DEVI WO SHES	Rejected		Rejected

Step 3 : Enter OTP received on Sender's Mobile & Submit. Amount will be refunded back.

MOBISAFAR USER - Transaction Status

Transaction ID: Sender Mobile:

Benef A/c:

From Date*: 01/07/2020 To Date*: 15/07/2020

Status: Rejected Fetch From*: Live DataBase

Older data than 31/03/2020 is available between 09PM to 06 AM

Note: Amount will refund with OTP for only rejected transaction status

Txn Id	User Code	User Name	Txn Date	Operator	Txn Amount	Txn Fee	Service	SenderName	SenderMobile	Benef A/c	Benef Name	Status	Refund Date	Reason	
Request for OTP	60865649	MSP0042	MEERA	06/07/2020 17:27:52	MOBISAFAR DMR	5000.00	50.00	01861707328	SUSHIL KUMAR	7814570352	70830100013801	RAJESHAVARI KUNWAR	Rejected		Rejected
Request for OTP	60608526	MSP0042	MEERA	04/07/2020 18:28:43	MOBISAFAR					73880100138171	MAHIMA DEVI WO SHES	Rejected		Rejected	

Refund Money Transfer

Transaction ID: 60865649

Sender Name: SUSHIL KUMAR

Sender Mobile: 7814570352

Refund Amount: 5000.00

OTP*:

Note: OTP has been sent on sender mobile. Please enter valid OTP

FAQ

- ❑ **Transaction status is showing "Success", but amount not credited in customer's account**
 - Transaction seems to be success. Please ask beneficiary to recheck his/her bank account. If not credited, please provide updated clear copy of passbook/Statement.
- ❑ **Amount transferred to wrong account**
 - Please share correct account number, account number and IFSC code, We will try to get the same refunded within 30 days
- ❑ **Transaction status is showing "Pending"**
 - Transaction showing Pending from NPCI/Beneficiary Bank. Status of transaction will be updated within 48 working hours.
- ❑ **Transaction status is showing "Failed"**
 - Amount already refunded in your wallet. Please check ledger statement.
- ❑ **Transaction status is showing "Rejected" refund not credited in wallet**
 - Please get refund after verifying OTP from Transaction status option



THANK YOU

