INDO NEPAL MONEY TRANSFER- PRABHU MONEY TRANSFER

Step 1: Select Services from Menu
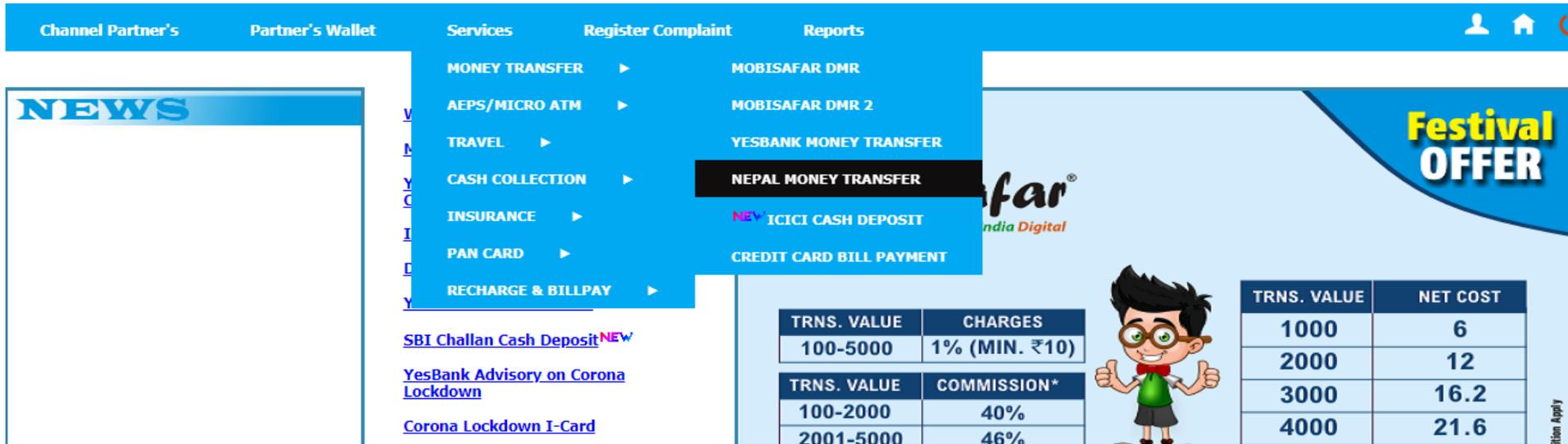
Step 2: Select Nepal Money Transfer under the tab of Money Transfer

Step 3: Enter 10 digit sender mobile number below and press Search.

Step 4: On First step we need to register Sender's mobile number, Enter Sender details as below

Step 5: Enter Sender details as below and Press Send OTP, OTP will be received on Sender' number. Enter OTP and Press Submit

1.) Sender Name

2.) Gender

3.) Sender Date of Birth

4.) Sender ID type and Sender id Number (Aadhar Number , Driving license number)

5.) Income Source

6.) Complete address of Sender

Step 6: Sender has been added Successfully, Now Please upload self attested Sender ID Proof)

agent.mobisafar.com says

Sender Added Successfully. Please Upload Sender Id Proof

OK
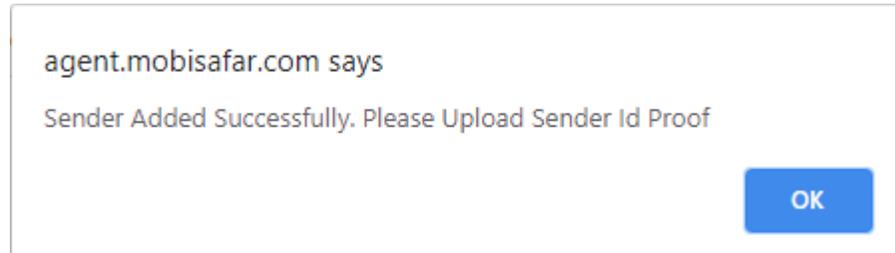
Sample of Self Attested Sender ID Proof
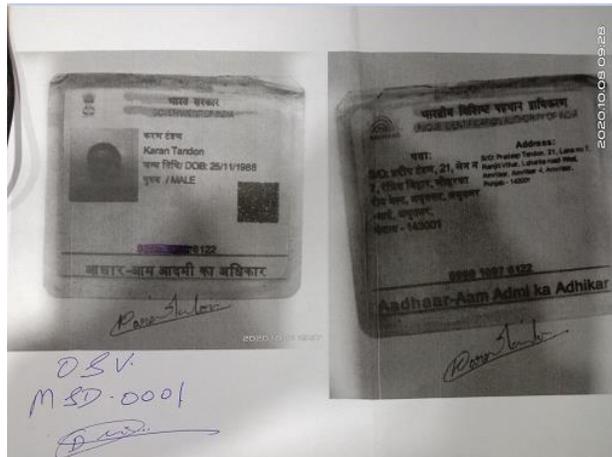
Step 7: Press the tab "Choose file" and upload the Document.
Press Submit

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

Sender Registration

Your mobile is not registered to nepal money remittance service. Kindly register first.

Sender Mobile Number	8810428076	Sender Name*	Karan Tandon
Sender Gender*	◉ Male ○ Female	Sender DOB*	25/11/1988
Sender Id Type*	Aadhaar Card	Sender Id Number*	596810976122
Income Source*	Salary	Sender Nationality*	Nepalese
State*	Punjab	District*	Amritsar
Sender Address*	21, Lane 7, Ranjit Vihar Loharka road Amritsar		
Upload Sender Id Proof Document(.jpg, .pdf)[Max 1MB]*	Choose File No file chosen	**Note: Please make sure that Sender ID must fulfill address proof (i.e., Aadhaar card, Driving License, Nepalese Citizenship, Nepalese Voter ID or Nepalese Passport). Indian Passport, Indian Voter ID and Pan Card are not acceptable as address proof for Indo-Nepal Remittance. ID & Address proof both sided copy required in single upload**	

Submit   **Cancel**

Step 8: Document has been uploaded, Press OK

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Document has been uploaded successfully

OK

Step 9: Now wait for Sender to be Verified by Prabhu Money

Mobile Number	8810428076	Name	**KARAN TANDON**
ID Type	**Aadhaar Card**	ID Number	**XXXXXXXX6122**
DOB(DD/MM/YYYY)	25/11/1988	Address	**21, Lane 7, Ranjit Vihar Loharka road Amritsar**
Check Txn Count Used	**Shown Used Txn Count**	Transaction Allowed(in Count)	Day: 3, Month: 5, Year: 12
Sender Verified Status	**Unverified**		
Sender Id Type(Re-Upload)*	--Select--	Id Proof Document(.jpg, .pdf)[Max 1MB]*	Choose File No file chosen **Upload**

Note: To Start transaction Sender Status Should be verified Yes. If not verified please call to +91-11-47084942 / +91-11-47084042 / +91-11-43550035 / +91-11-43553135
Indo Nepal Mobisafar support 9875957205 (Monday to Saturday 9AM to 6 PM)

Add New Beneficiary   Back to Sender Search

➢ **For Urgent support, Please co-ordinate with below numbers**
   011-47084042, 011-47084942, 011-43553135, 9875957205 (9 AM to 6 PM)

Step 10: Press Add new beneficiary

Step 11: Enter Beneficiary details

Step 12: Enter Beneficiary Number, Name, Address and Payment Mode

Step 13: In Case of Account Deposit, Please select Bank Name and Enter Beneficiary Account details

Beneficiary Details			
Beneficiary Mobile(10 Digit)*	9958539270	Beneficiary Name*	Karan Tandon
Beneficiary Address*	Bhaktapur	Beneficiary Gender*	● Male ○ Female
Relationship with Beneficiary*	Son	Payment Mode*	Account Deposit
Bank Name*	BANK OF KATHMANDU LTD. ✕ ▾	Branch Name*	HEAD OFFICE ✕ ▾ **Kamalpokhari, Kathmandu**
Beneficiary Bank Branch Code*	96809615		
Beneficiary Account(Optional for Cash Payment)*	123456789		
Enter OTP*		*Click here to get OTP[Max allow 2 attempts]*	

Step 14: In Case of Cash Payment, Please select Payment Mode as Cash Payment and Press "Get OTP" to receive an OTP

Beneficiary Details

Beneficiary Mobile(10 Digit)*	9958539270	Beneficiary Name*	Karan Tandon
Beneficiary Address*	Bhaktapur	Beneficiary Gender*	⦿ Male ○ Female
Relationship with Beneficiary*	Son	Payment Mode*	Cash Payment
Bank Name*	PRABHU BANK LIMITED ✕ ▾	Branch Name*	ANYWHERE PAYMENT IN NEPAL ✕ ▾ **ANYWHERE PAYMENT IN NEPAL**
Beneficiary Account(Optional for Cash Payment)			
Enter OTP*		_Click here to get OTP[Max allow 2 attempts]_	

Submit   **Cancel**

Step 15: Enter the OTP received on beneficiary' number and Press Submit

Beneficiary Details				
Beneficiary Mobile(10 Digit)*	9958539270	Beneficiary Name*	Karan Tandon	
Beneficiary Address*	Bhaktapur	Beneficiary Gender*	● Male ○ Female	
Relationship with Beneficiary*	Son	Payment Mode*	Cash Payment	
Bank Name*	PRABHU BANK LIMITED ✕ ▾	Branch Name*	ANYWHERE PAYMENT IN NEPAL ✕ ▾ ANYWHERE PAYMENT IN NEPAL	
Beneficiary Account(Optional for Cash Payment)				
Enter OTP*	208250	*Click here to get OTP[Max allow 2 attempts]*		

Submit   Cancel

Beneficiary Added Successfully

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Bene Added Successfully. Please proceed to payment

OK

Step 16: Once the Sender gets Verified and Beneficiary details has been added, Press "Pay-now" Tab make a payment
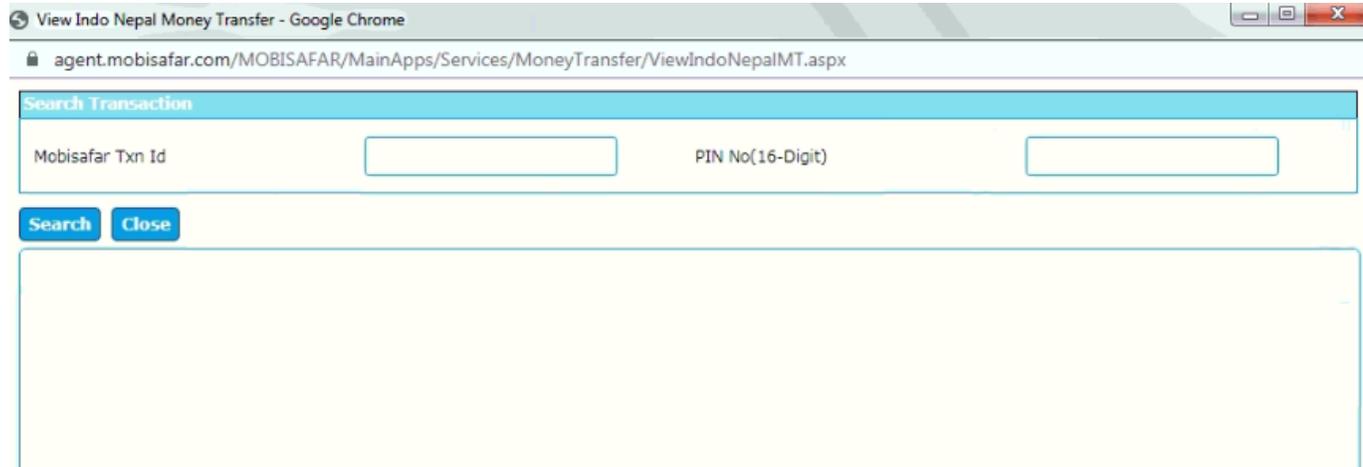
Step 17: Transaction Result, now click on Download Transaction Slip

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

Transaction Result

Sender Mob	9958539270
Bene Mob	7042668166
Mobisafar TxnId	65028731
PIN Number	1111201163576730
Remittance Amount(INR)	101
Txn Fee(INR)	150

Back to Sender Download Transaction Slip

Note: Download your transaction slip and keep it for your future refernce.

Digital India
Power To Empower

Step 18: Transaction Slip, share the PIN number with the bank

Step 19: Check Live Transaction Status

Step 20: Enter Transaction ID and search
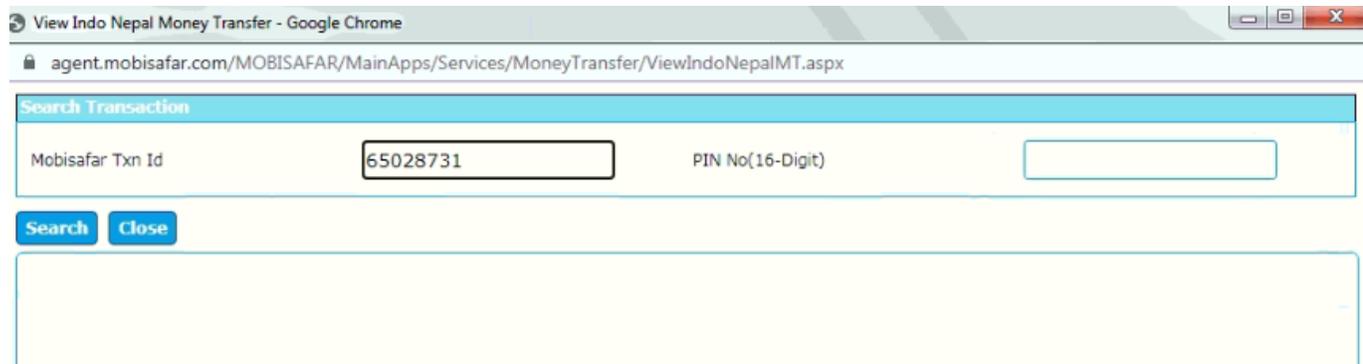
Step 21: Search result appear, click on PIN No. to view / reprint the transaction slip

Step 22: Transaction Slip

Points To Remember

Please ensure for each case the following steps are followed:

a.) Name of Customer matches with document
b.) Date of Birth matches with document
c.) Customer should not be a minor
d.) ID no. recorded in system matches with document
e.) ID document should not be expired
f.) Customer self-attestation is Mandatory
g.) "Original Seen & Verified" should be mentioned on Sender's Document
h.) Initials of MSP are Mandatory
I.) MSP code (MSD0001) should be mentioned on Sender's Document
j.) First 8 digit of Aadhar number should be masked or hidden

FAQ

❑ **Customer name correction required.**
➢ Please raise complaint on portal and provide customer's correct information on prescribed format.

❑ **Urgent Support and Verification of Sender's Number**
➢ For Urgent support, Please co-ordinate with below numbers
  011-47084042, 011-47084942, 011-43553135, 9875957205

❑ **Transaction status is showing "Failed"**
➢ Amount already refunded in your wallet. Please check ledger statement.

❑ **Transaction status is showing "Pending".**
➢ Final status will be updated within 24 hours.

❑ **Transaction status showing "Success", but customer is not able to get payment**
➢ Transaction seems successful. Kindly share 16 digit PIN to customer.

❑ **Transaction status showing "Success", but hold due to compliance**
➢ Please raise complaint on portal. Our customer care executive will get back on this.

THANK YOU