How to access your Monvenience account

Sign in to your client's portal at https://my.monvenience.com

The username is your email address.

IMPORTANT
When signing in to your account, you can check if the entered password is correct by clicking on the 🕵️ icon on the right side of the input field.
Creating a password

You create the password first time you connect to your account.

The link for initial password setup is sent to a client upon account opening. Follow the received link to set up a password and note that the chosen password must be secure and kept safe.

The password is required in order to connect to the client’s portal.

The password must contain an uppercase letter, a lowercase letter, a number and a symbol.

Make a note

Remember your Verification Code. This code will be requested for confirmation of every operation on your account. The Code is sent to you right after account approval, along with the password setup link.
**Navigation**

You may find all the necessary options, such as Accounts, Cards, Payments, and History, in the navigation menu on the left.

**Accounts**

You will be able to review all your accounts (in different currencies, if requested), as well as check balance, account numbers, etc.

In order to get detailed information about a particular account, click on the account card and review data below.
- **Transaction history**
  You can review your transactions in the Transactions tab.

- **Fund your account**
  In the Funding instructions tab you can find guides for adding funds to your SatchelPay account.

- **Filters**
  In order to easily find a particular transaction, apply a date range filter or sort transactions by type.

- **Transaction details**
  Click on a transaction to expand its detailed information.
Cards overview

You are able to review your cards list using the Cards menu option.

You will be able to review all your cards (in different currencies, if requested), as well as check balance, cards numbers, etc.

In order to get detailed information about a particular card, click on the card and review data below.

Adding new card

To order a new Monvenience card click the + New Card button and fill the form.
## Reviewing transactions

Transactions tab reflects all debits/credits and the balance of the card; you can also apply a date range filter.

## Card settings

Card settings tab allows you to request card’s PIN number if needed.

### Transactions Table

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Debit</th>
<th>Credit</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>29 Nov 2017</td>
<td>Card to Card Transfer</td>
<td>135.09</td>
<td></td>
<td>48161.29</td>
</tr>
<tr>
<td>24 Feb 2017</td>
<td>Card to Card Transfer</td>
<td>444.36</td>
<td></td>
<td>50988.45</td>
</tr>
<tr>
<td>23 Feb 2017</td>
<td>Value load</td>
<td>25450.99</td>
<td></td>
<td>24867.98</td>
</tr>
<tr>
<td>06 Aug 2017</td>
<td>Value load</td>
<td>5773.82</td>
<td></td>
<td>19750.50</td>
</tr>
<tr>
<td>13 Apr 2017</td>
<td>Debit Card Refill</td>
<td>640.97</td>
<td></td>
<td>76850.32</td>
</tr>
<tr>
<td>13 Apr 2017</td>
<td>Google Play Music Order from Feb 16, 2017</td>
<td>640.97</td>
<td></td>
<td>34070.55</td>
</tr>
<tr>
<td>18 Jun 2017</td>
<td>Upwork Escrow Inc.</td>
<td>239.59</td>
<td></td>
<td>55067.83</td>
</tr>
</tbody>
</table>
Payment options

With Monvenience you can send and receive funds by regular bank transfers, multiple E-wallets, and card-to-card payments, etc.

You can create following types of payments in the Payments menu: Bank Payment, Card Top-up, Between my accounts, To Monvenience Account and Mass Bank Payment.

Creating new payment

In order to create a new payment, select a payment type and press the Create button.
Step 1

In order to send funds to an external bank account start a new Bank payment and fill in the details of the Beneficiary, enter the transfer amount and narrative, then press Next.

Monvenience checks IBAN according to the standards of a beneficiary country.
Step 2
Before sending a transfer, you can attach supporting documents for your transaction e.g. invoice, bill, freight documents, contract or letter of intent.

Monvenience supports .pdf, .jpg and .png file formats, and file size up to 5 Mb.
Step 3

In order to validate a pending transfer, please confirm it with your Confirmation Code, and press Confirm.

The verification code was sent to your email with the password setup link.
Uploading a batch file

To send funds to multiple recipients, start a new Mass Bank Payment, and upload a valid batch file. This file should have a .csv format and contain the following data:

- Sender account (your Monvenience account)
- Beneficiary type (company or private)
- Beneficiary name
- Beneficiary address
- City
- Zip code
- Beneficiary country
- Bank name
- Bank address
- Bank country
- Account Number
- IBAN
- SWIFT code
- Amount
- Currency
- Payment reason
- Express transfer (yes/no)
- Reference

To get Mass Bank Payment batch file template, contact at support@monvenience.com
Sending funds to Monvenience account

In order to send funds to a registered Monvenience beneficiary, start a new transfer to Monvenience account, and enter a valid account number or IBAN. Then, enter the amount and payment reason if needed.
Step 1
In order to instantly add funds to your card, create a Card Top-up transfer, choose an account you want to use for funding and a card you would like to top-up. Then, enter the amount and narrative if needed.
Step 2

In order to validate a pending transfer, please confirm it with your Confirmation Code, and press Confirm.

The verification code was sent to your email with the password setup link.
In order to move funds between your own Monvenience accounts, start a new transfer Between my accounts, and choose one of yours from the drop-down list. Then, enter a desired amount and payment reason if needed.
Step 2

In order to validate a pending transfer, please confirm it with your Confirmation Code, and press Confirm.

The verification code was sent to your email with the password setup link.
### Transaction history

You can review your transaction history of all your accounts and cards in one place.

There are three states of a transfer:
- processed;
- pending (in process);
- failed.

### Filters

In order to easily find a particular transaction, apply a date range filter or sort transactions by type.

### Transaction details

Click on a transaction to expand its detailed information.
If you have any questions, contact support@monvenience.com or login for chat support.