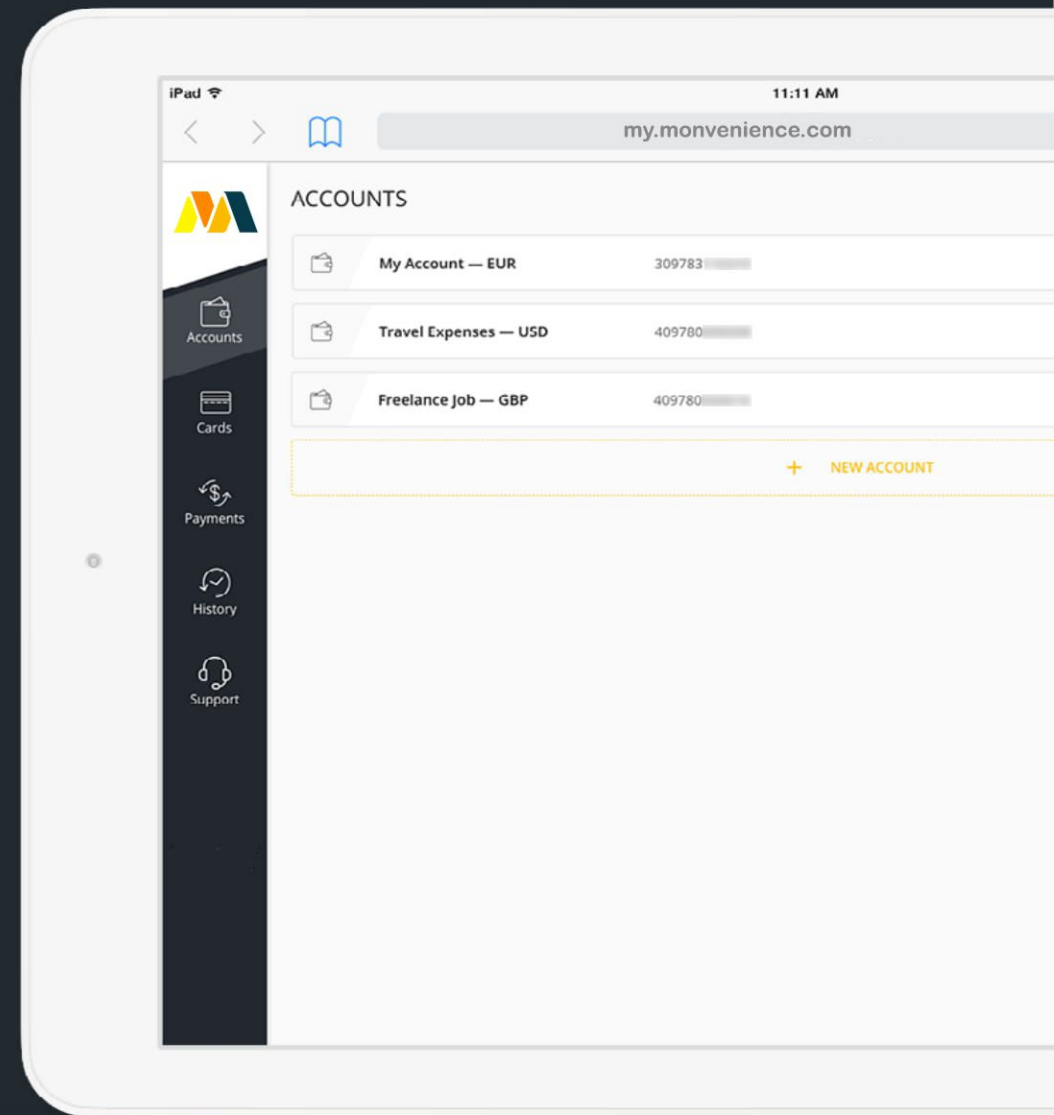
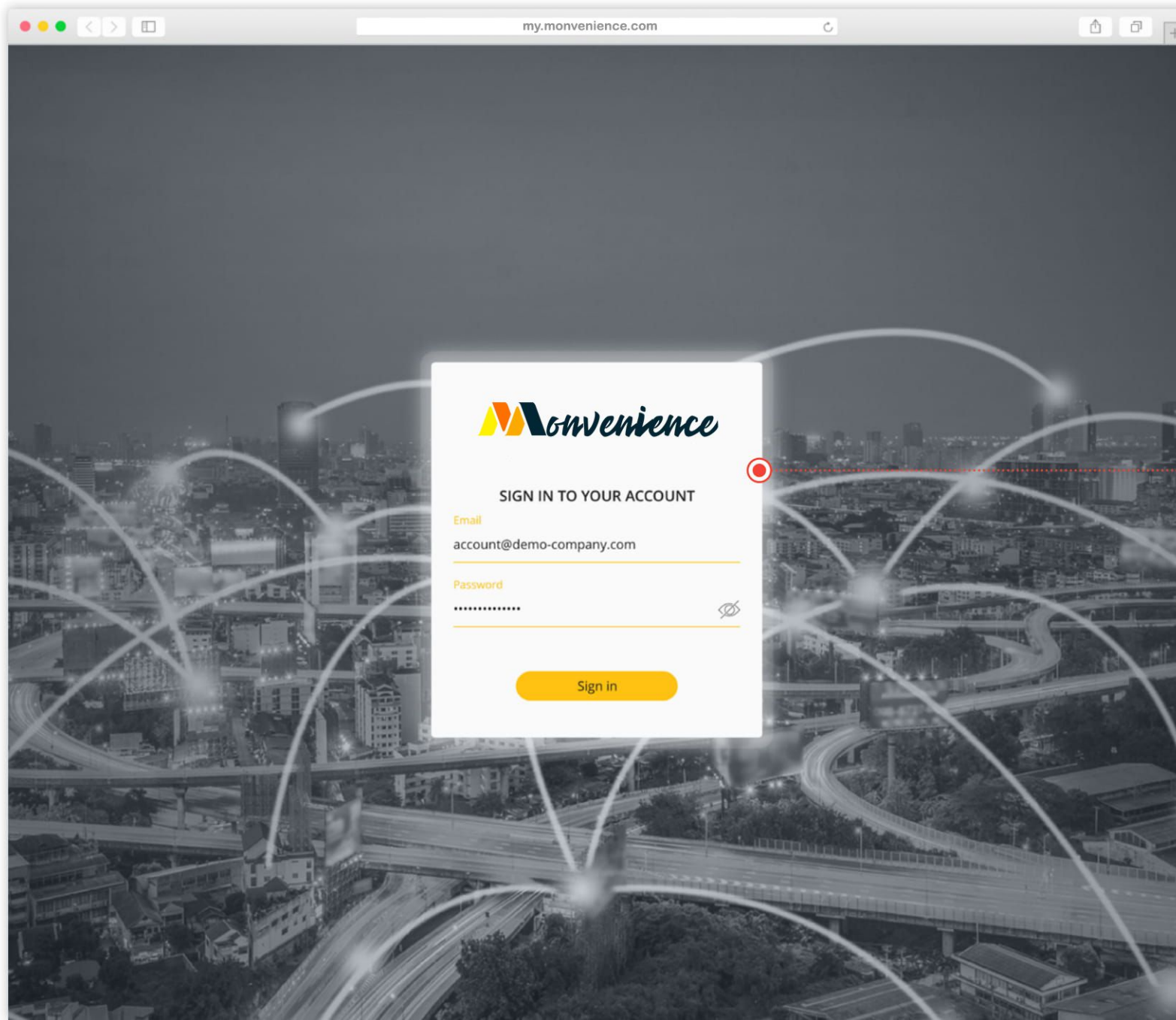


Client Office User Guide





A screenshot of a web browser window showing the sign-in page for Monvenience. The browser's address bar displays "my.monvenience.com". The page features a dark background with a cityscape and glowing white arcs. A white sign-in form is centered, containing the Monvenience logo, the text "SIGN IN TO YOUR ACCOUNT", and input fields for "Email" (with the example "account@demo-company.com") and "Password" (masked with dots). A yellow "Sign in" button is at the bottom of the form. A red circle highlights the "Show/Hide" icon (an eye) to the right of the password field.

my.monvenience.com

Monvenience

SIGN IN TO YOUR ACCOUNT

Email
account@demo-company.com

Password


Sign in

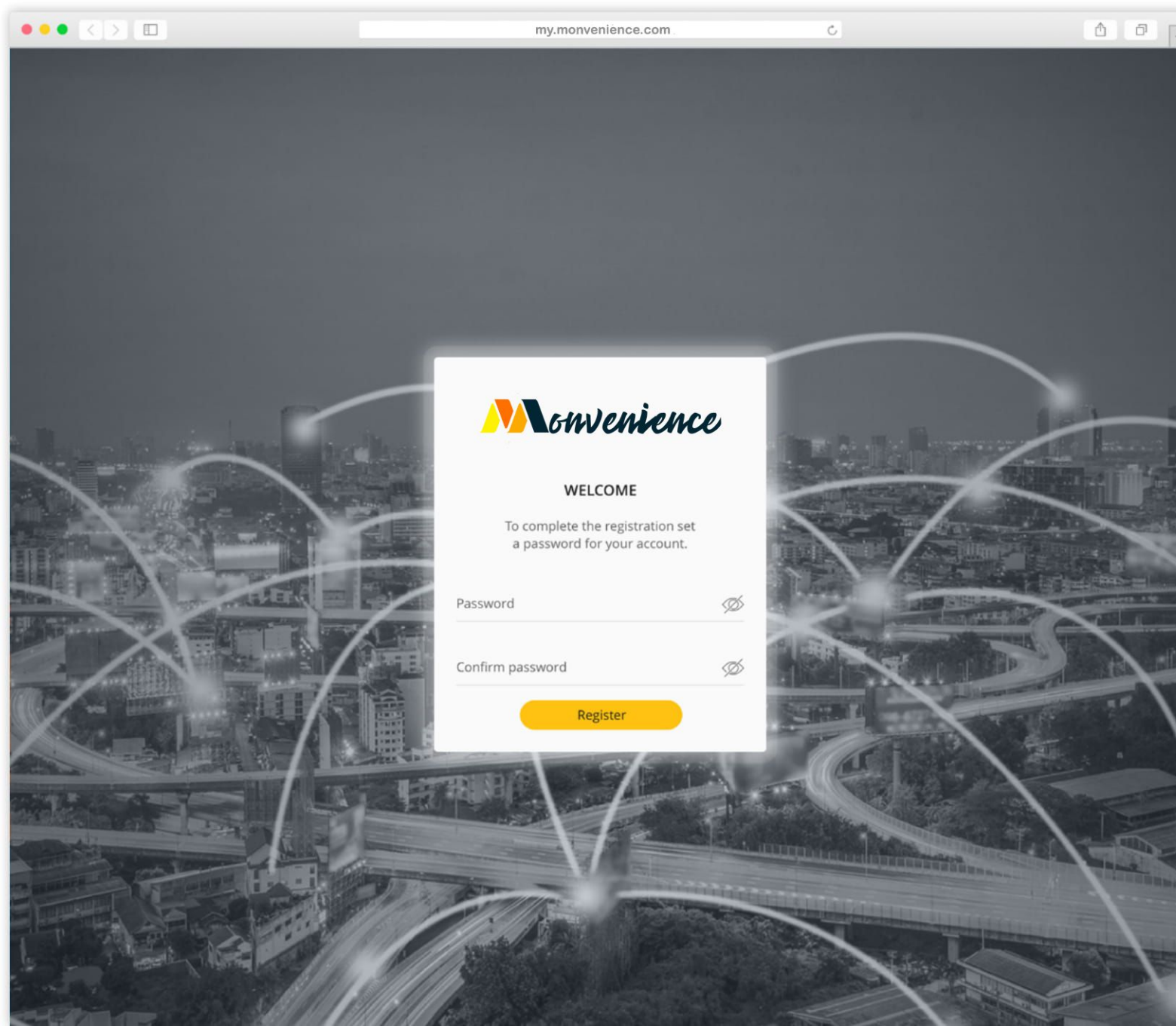
How to access your Monvenience account

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.



The screenshot shows a web browser window with the address bar displaying "my.monvenience.com". The background of the page is a dark, stylized image of a city at night with glowing white arcs connecting various points, suggesting a network or connectivity. In the center, there is a white registration form. At the top of the form is the Monvenience logo. Below the logo, the word "WELCOME" is displayed in all caps. Underneath, a message states: "To complete the registration set a password for your account." There are two input fields: "Password" and "Confirm password", each with a small eye icon to its right for toggling visibility. At the bottom of the form is a yellow button with the text "Register".

Creating a password

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

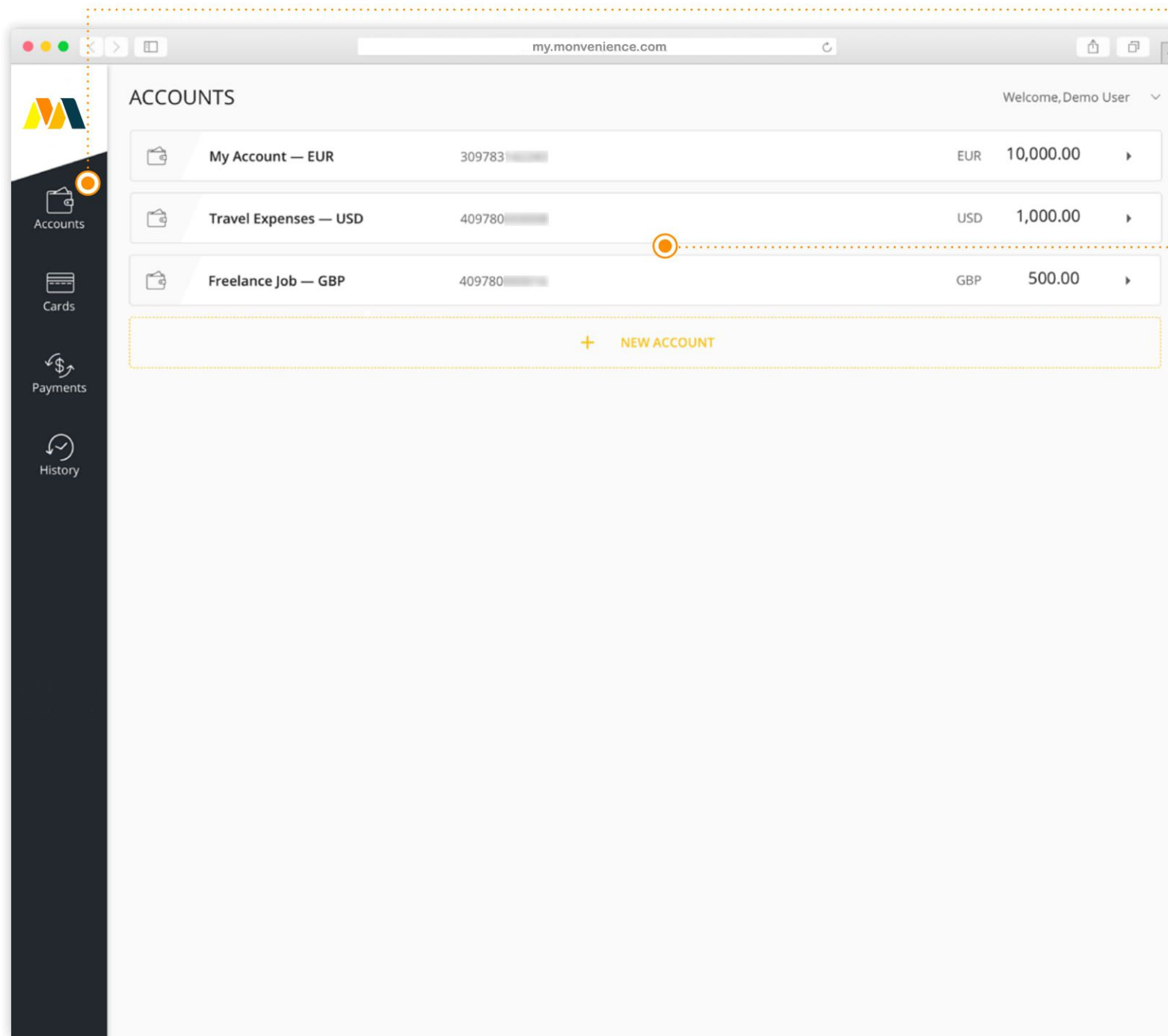
The link for initial password setup is sent to a client upon account opening. Follow the received link to set up a password and note that the chosen password must be secure and kept safe.

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.



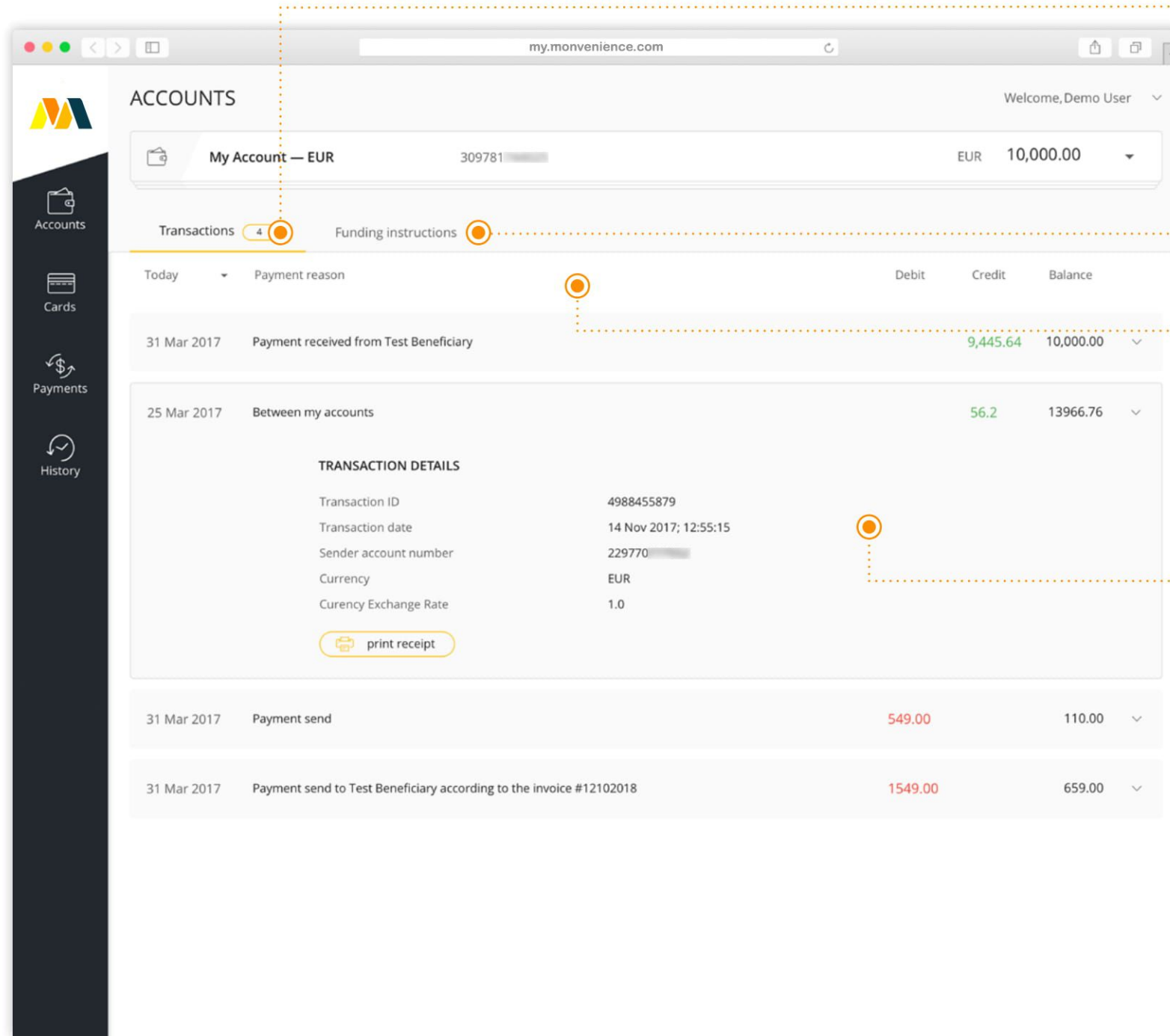
Navigation

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.



The screenshot shows the 'ACCOUNTS' page on the Monvenience website. The page is titled 'ACCOUNTS' and includes a welcome message 'Welcome, Demo User'. The main content area is divided into two tabs: 'Transactions' (selected) and 'Funding instructions'. The 'Transactions' tab displays a table of transactions with columns for 'Today', 'Payment reason', 'Debit', 'Credit', and 'Balance'. The table shows three transactions: 'Payment received from Test Beneficiary' (31 Mar 2017), 'Between my accounts' (25 Mar 2017), and 'Payment send' (31 Mar 2017). The 'Between my accounts' transaction is expanded to show 'TRANSACTION DETAILS' including Transaction ID, Transaction date, Sender account number, Currency, and Currency Exchange Rate. A 'print receipt' button is also visible. The 'Funding instructions' tab is also visible, showing a 'Payment received from Test Beneficiary' transaction.

Transaction history

You can review your transactions in the [Transactions](#) tab.

Fund your account

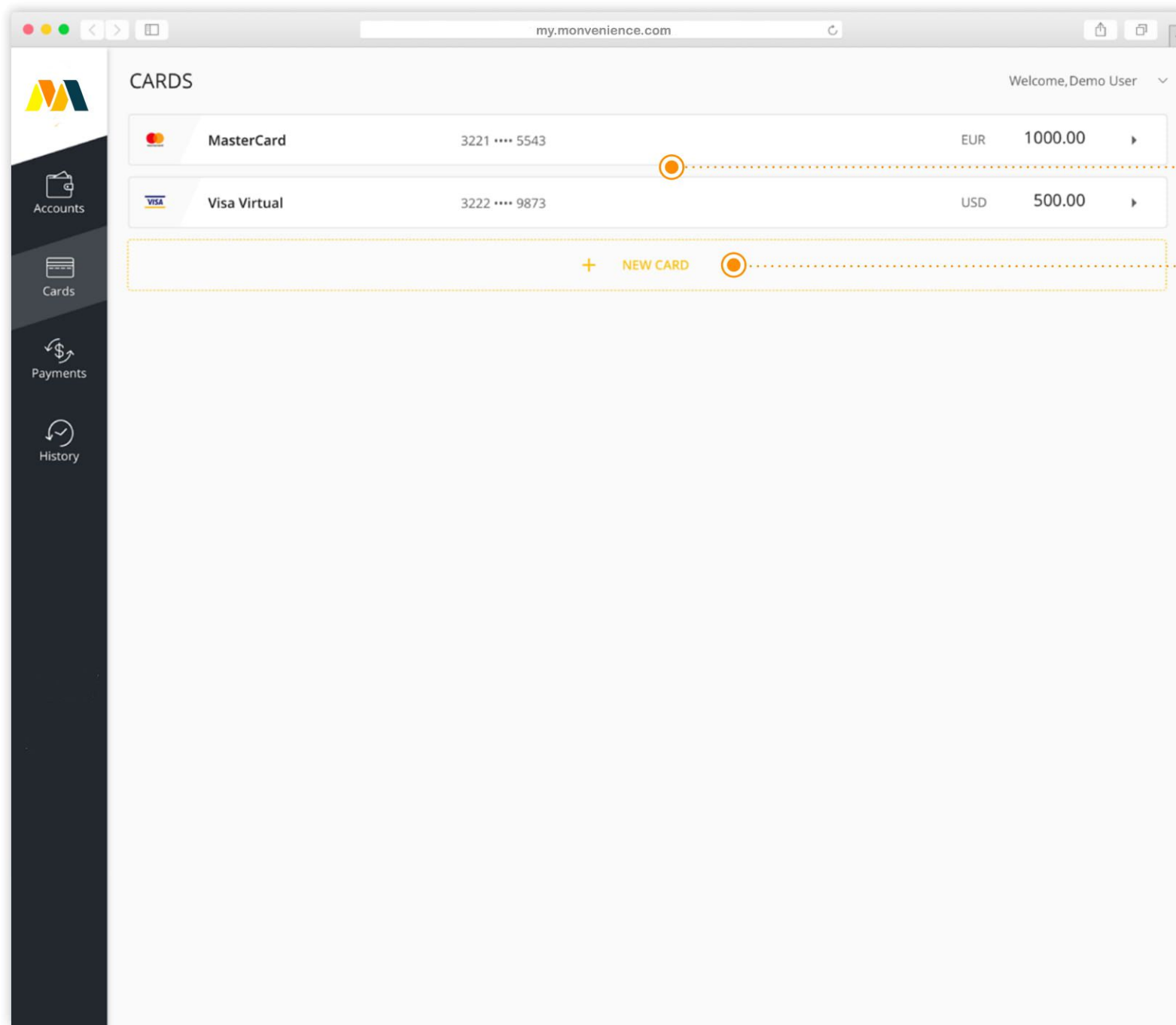
In the [Funding instructions](#) tab you can find guides for adding funds to your SatchelPay account.

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.



o Cards overview

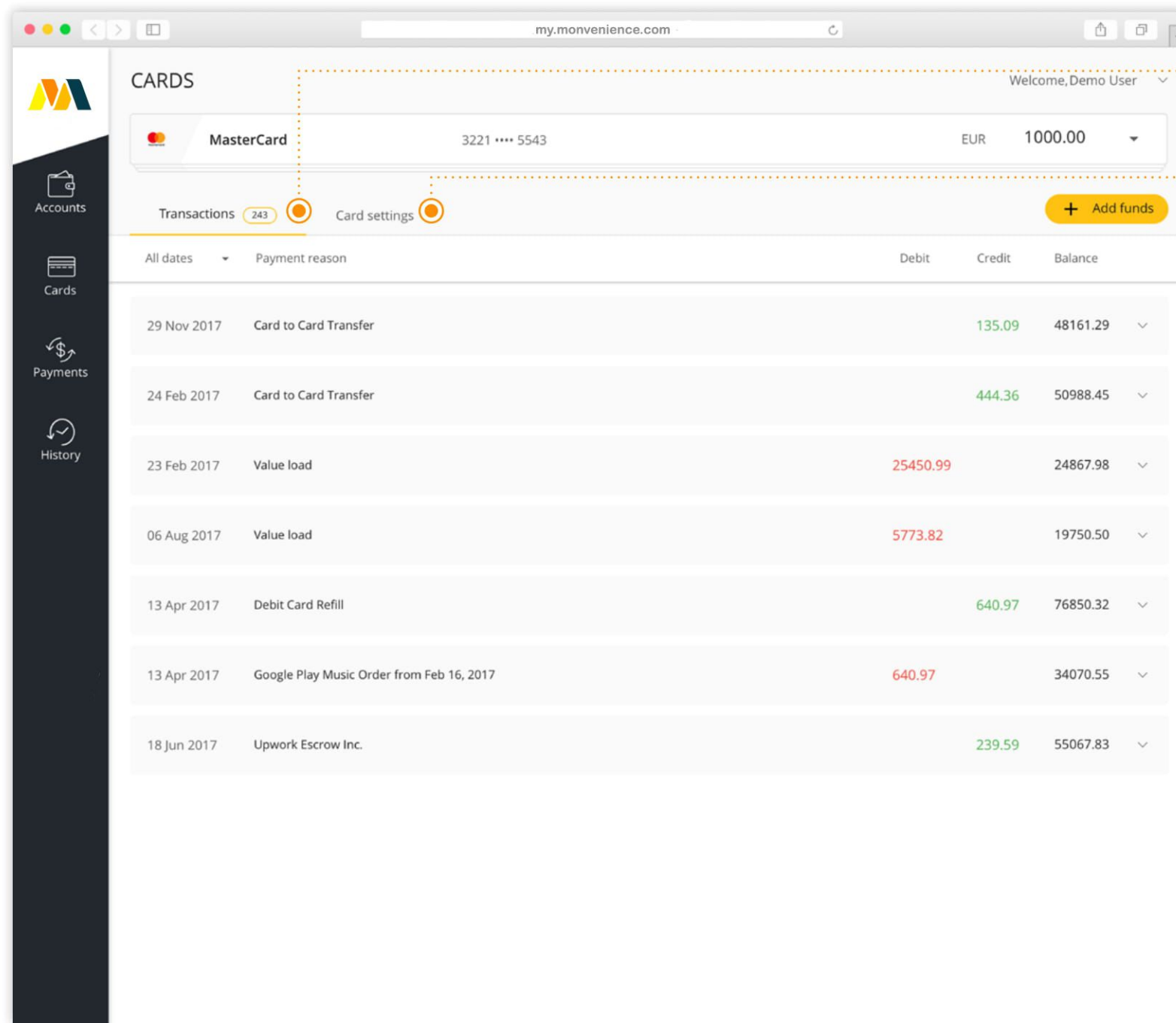
You are able to review your cards list using the **Cards** menu option.

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.

o Adding new card

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



my.monvenience.com

Welcome, Demo User

CARDS

MasterCard 3221 **** 5543 EUR 1000.00

Transactions 243 Card settings

+ Add funds

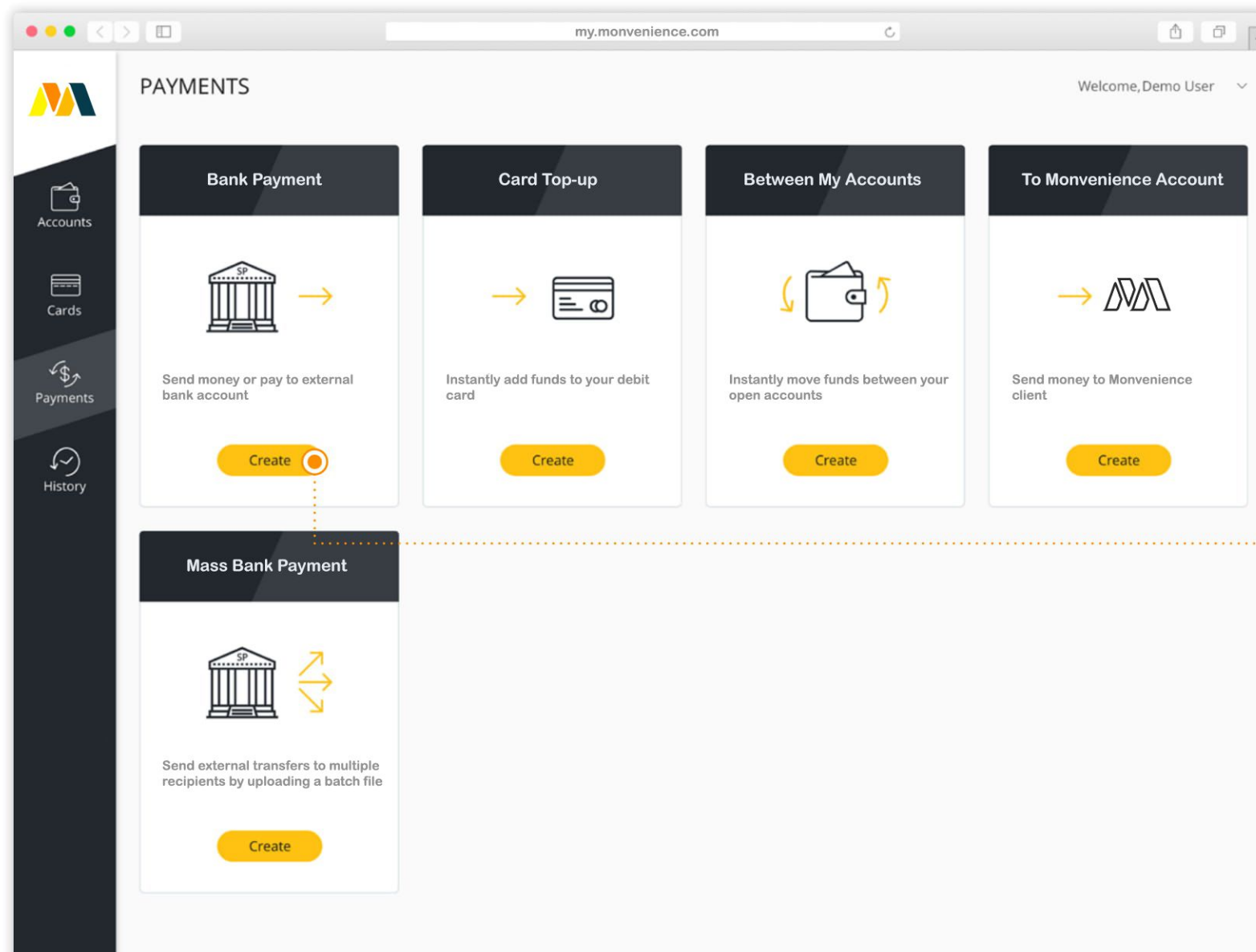
All dates	Payment reason	Debit	Credit	Balance
29 Nov 2017	Card to Card Transfer		135.09	48161.29
24 Feb 2017	Card to Card Transfer		444.36	50988.45
23 Feb 2017	Value load	25450.99		24867.98
06 Aug 2017	Value load	5773.82		19750.50
13 Apr 2017	Debit Card Refill		640.97	76850.32
13 Apr 2017	Google Play Music Order from Feb 16, 2017	640.97		34070.55
18 Jun 2017	Upwork Escrow Inc.		239.59	55067.83

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.



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.

History

BENEFICIARY DETAILS

Company

SVB-Mozilla Foundation

Address

331 E. Evelyn Ave

City

Mountain View

Postal/ZIP Code

CA 94041

United States of America

BENEFICIARY BANK DETAILS

Germany

Bank name

Standard Chartered Bank

Bank address

Frankfurt

Account number

DE67512305000500

SWIFT/BIC Code

SCBLDEFX

TRANSFER DETAILS

EUR

50.00

Payment Reason

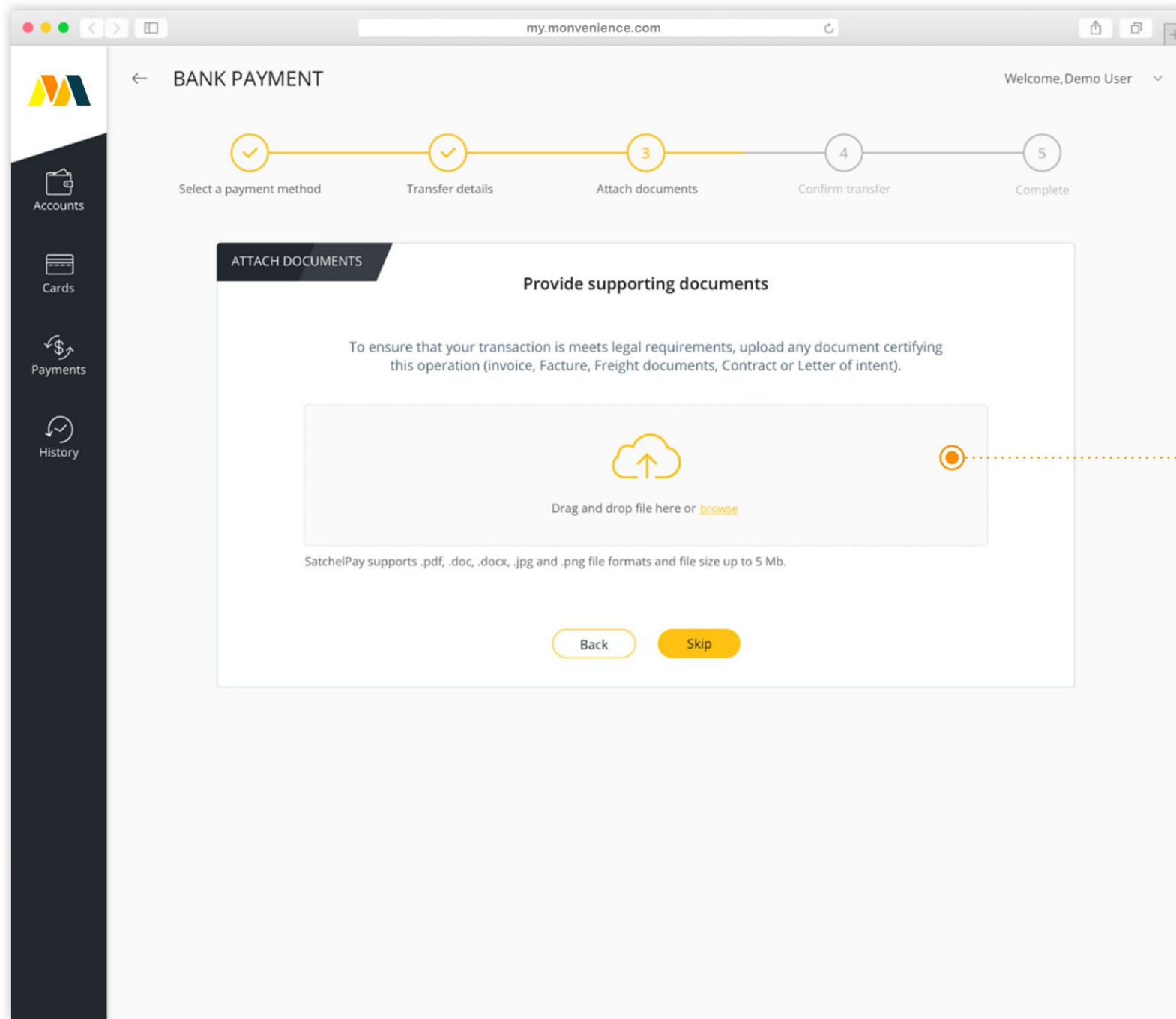
Donation

Next

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.




The screenshot shows a web browser window with the URL `my.monvenience.com`. The page title is "BANK PAYMENT" and the user is logged in as "Welcome, Demo User". A progress bar at the top indicates five steps: 1. Select a payment method (checked), 2. Transfer details (checked), 3. Attach documents (active), 4. Confirm transfer, and 5. Complete. The main content area is titled "ATTACH DOCUMENTS" and "Provide supporting documents". It includes a text prompt: "To ensure that your transaction is meets legal requirements, upload any document certifying this operation (invoice, Factice, Freight documents, Contract or Letter of intent)." Below this is a large dashed box with a cloud and upload icon, containing the text "Drag and drop file here or [browse](#)". At the bottom, it states "SatchelPay supports .pdf, .doc, .docx, .jpg and .png file formats and file size up to 5 Mb." and has "Back" and "Skip" buttons. A sidebar on the left contains icons for Accounts, Cards, Payments, and History.

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.



Accounts
Cards
Payments
History

BANK PAYMENT
Welcome, Demo User

1
2
3
4
5

Select a payment method
Transfer details
Attach documents
Confirm transfer
Complete

CONFIRM TRANSFER

Please check the details and confirm

Sender account
My Account — EUR

Beneficiary name
SVB-Mozilla Foundation

Beneficiary address
331 E. Evelyn Ave, Mountain View, CA 94041 United States of America

Country of payment
Germany

Bank name
Standard Chartered Bank

Bank address
Frankfurt

IBAN
DE67512305000500

SWIFT
SCBLDEFX

Total charged
EUR 50.00

Purpose of payment
Donation

Documents attached
invoice.pdf

Enter confirmation code

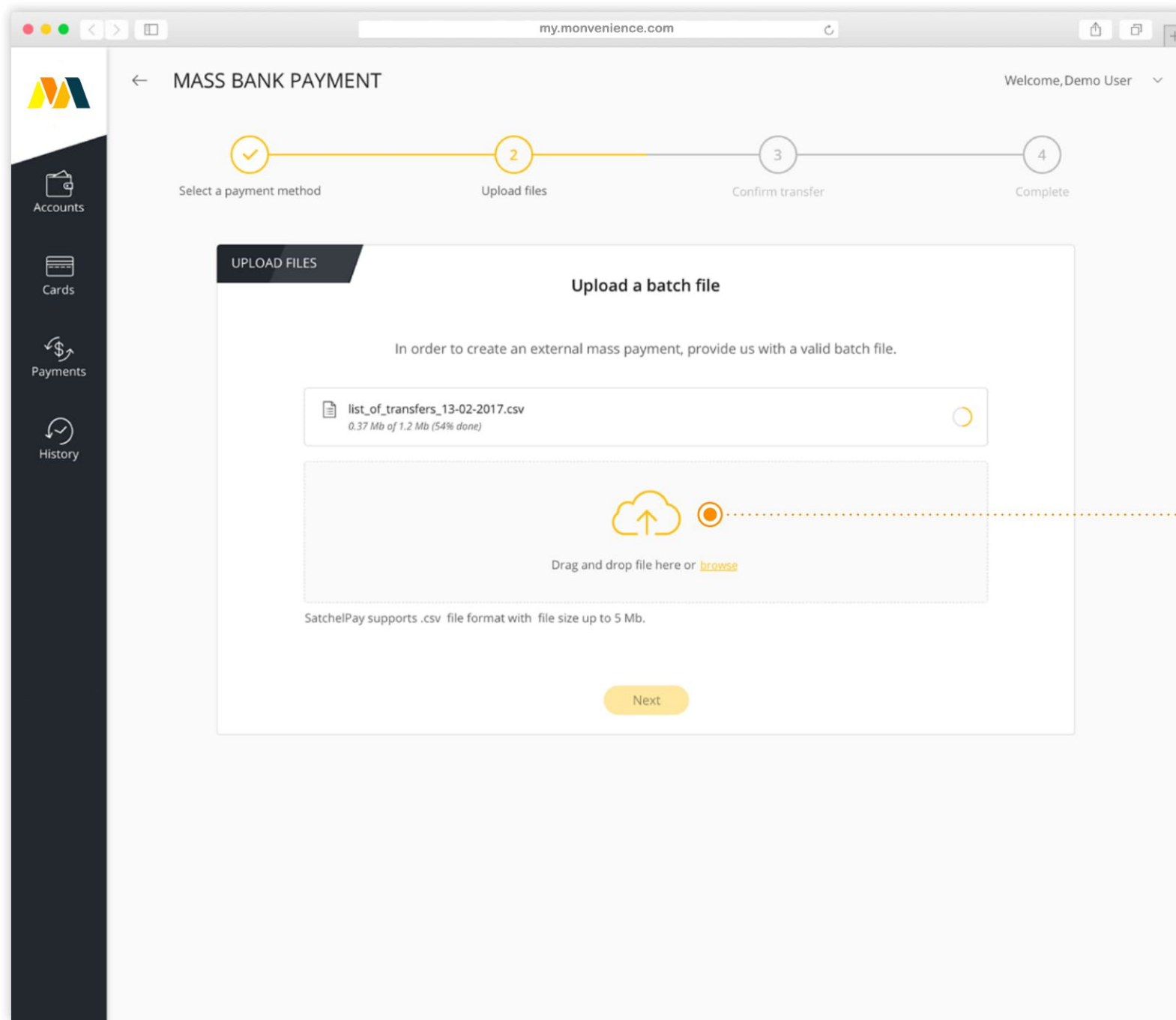
[Forgot confirmation code?](#)

Back
Confirm

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.



my.monvenience.com

MASS BANK PAYMENT

Welcome, Demo User

1 Select a payment method 2 Upload files 3 Confirm transfer 4 Complete

UPLOAD FILES

Upload a batch file

In order to create an external mass payment, provide us with a valid batch file.

list_of_transfers_13-02-2017.csv
0.37 Mb of 1.2 Mb (54% done)

Drag and drop file here or [browse](#)

SatchelPay supports .csv file format with file size up to 5 Mb.

Next

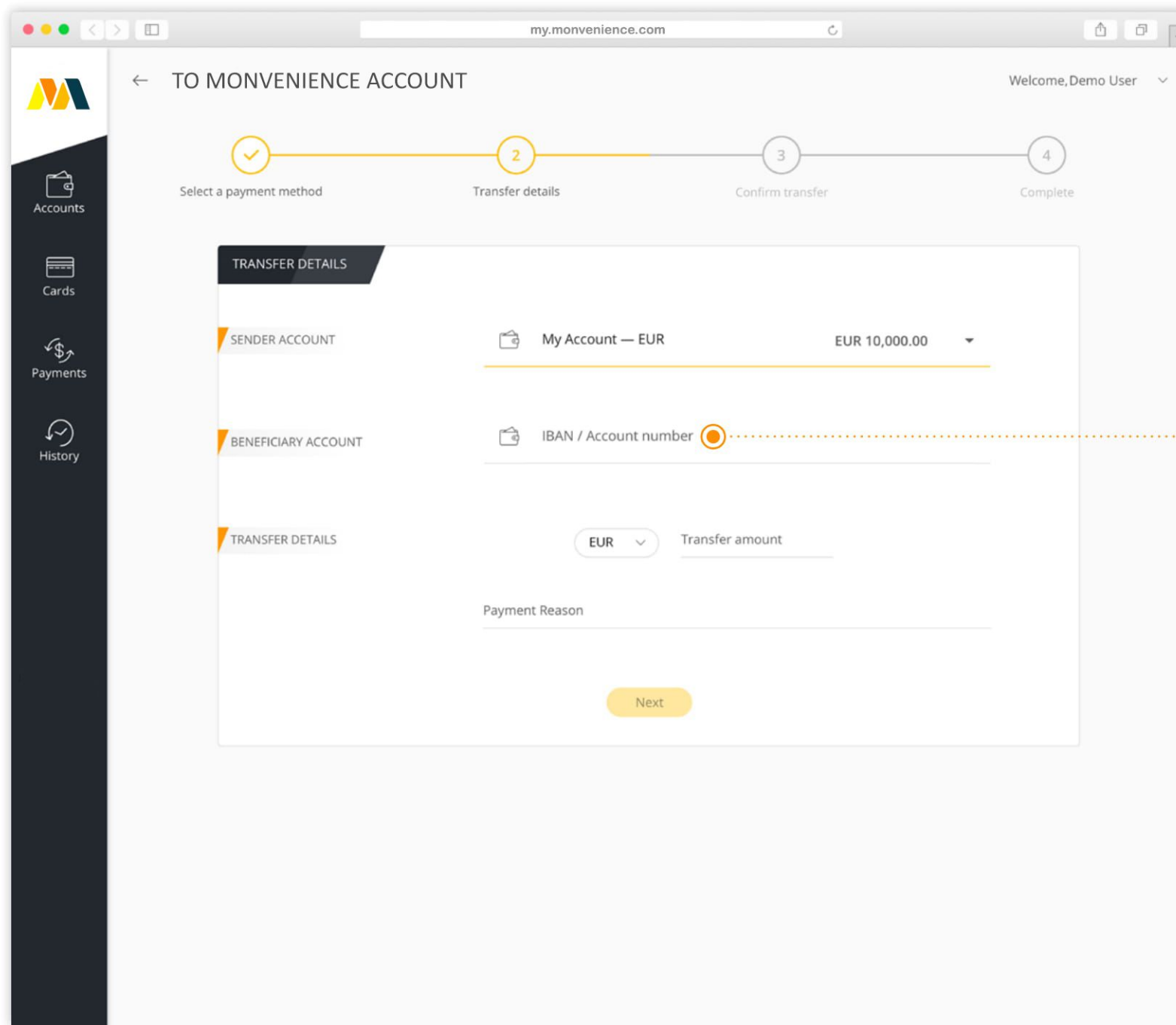
Uploading a batch file

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



my.monvenience.com

TO MONVENIENCE ACCOUNT

Welcome, Demo User

1 Select a payment method 2 Transfer details 3 Confirm transfer 4 Complete

TRANSFER DETAILS

SENDER ACCOUNT My Account — EUR EUR 10,000.00

BENEFICIARY ACCOUNT IBAN / Account number

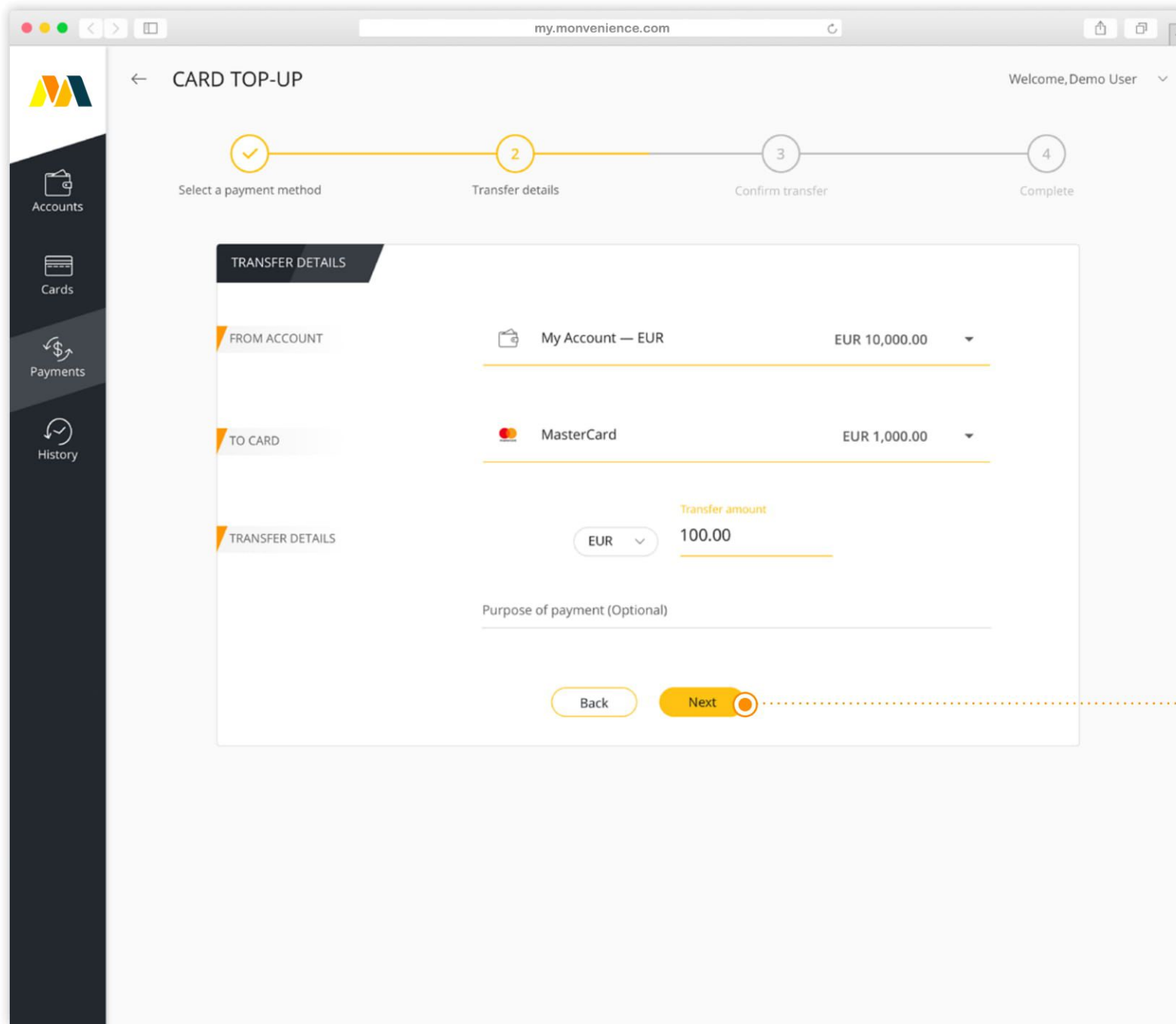
TRANSFER DETAILS EUR Transfer amount

Payment Reason

Next

Sending funds to Monvenience account

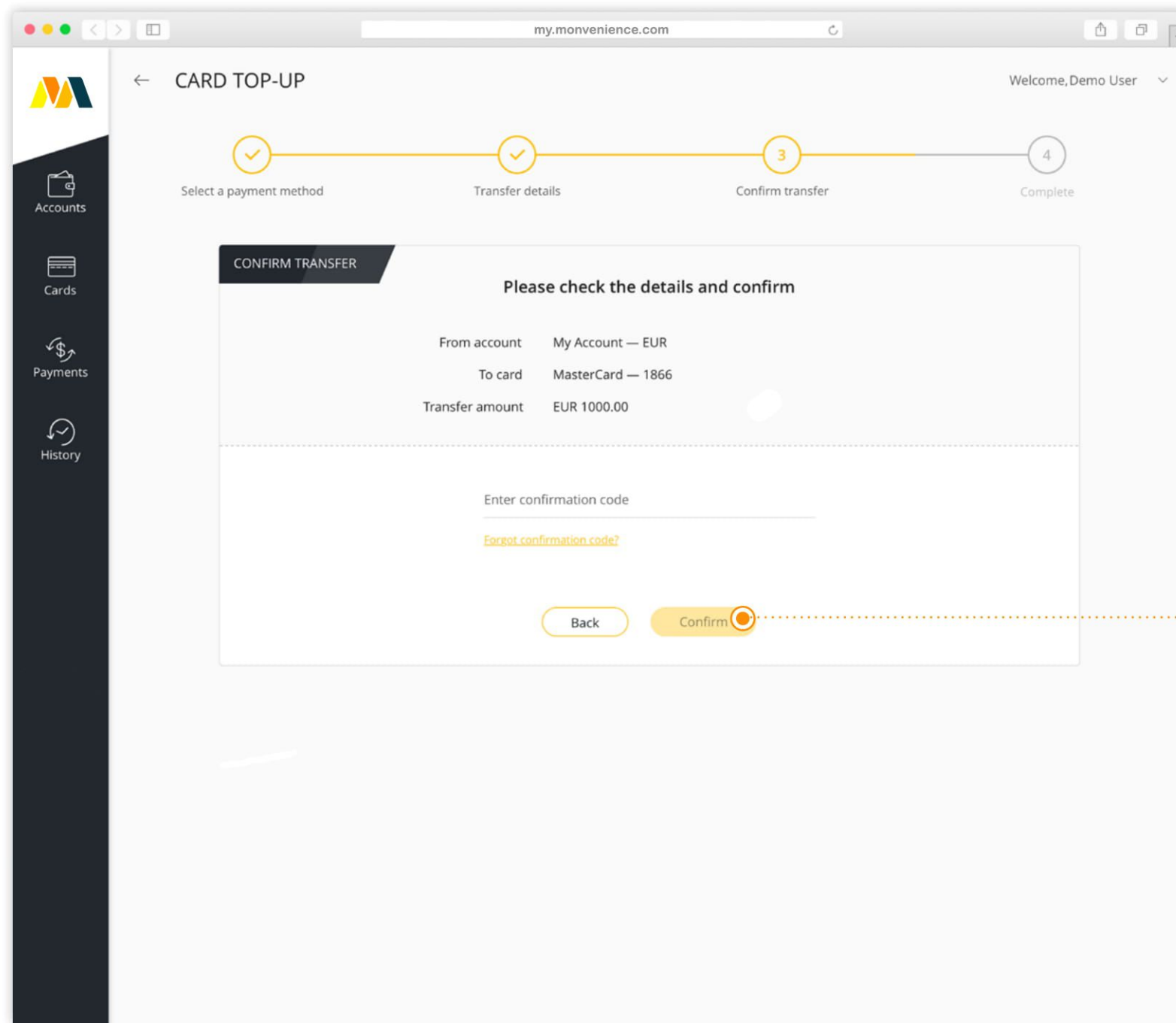
In order to send funds to a registered Monvenience beneficiary, start a new transfer to Monvenience account, and enter a valid account number or IBAN. Then, enter the amount and payment reason if needed.



The screenshot shows the 'CARD TOP-UP' process in a web browser. The interface includes a sidebar with 'Accounts', 'Cards', 'Payments', and 'History' options. The main content area displays a progress bar with four steps: 'Select a payment method' (completed), 'Transfer details' (current step), 'Confirm transfer', and 'Complete'. Below the progress bar, the 'TRANSFER DETAILS' section is active, showing 'FROM ACCOUNT' as 'My Account — EUR' with a balance of 'EUR 10,000.00' and 'TO CARD' as 'MasterCard' with a balance of 'EUR 1,000.00'. A 'TRANSFER DETAILS' section below this shows a 'Transfer amount' of 'EUR 100.00' and a 'Purpose of payment (Optional)' field. At the bottom, there are 'Back' and 'Next' buttons, with the 'Next' button highlighted by an orange circle and a dotted line extending to the right.

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.



my.monvenience.com

← CARD TOP-UP Welcome, Demo User

1 Select a payment method 2 Transfer details 3 Confirm transfer 4 Complete

CONFIRM TRANSFER

Please check the details and confirm

From account	My Account — EUR
To card	MasterCard — 1866
Transfer amount	EUR 1000.00

Enter confirmation code

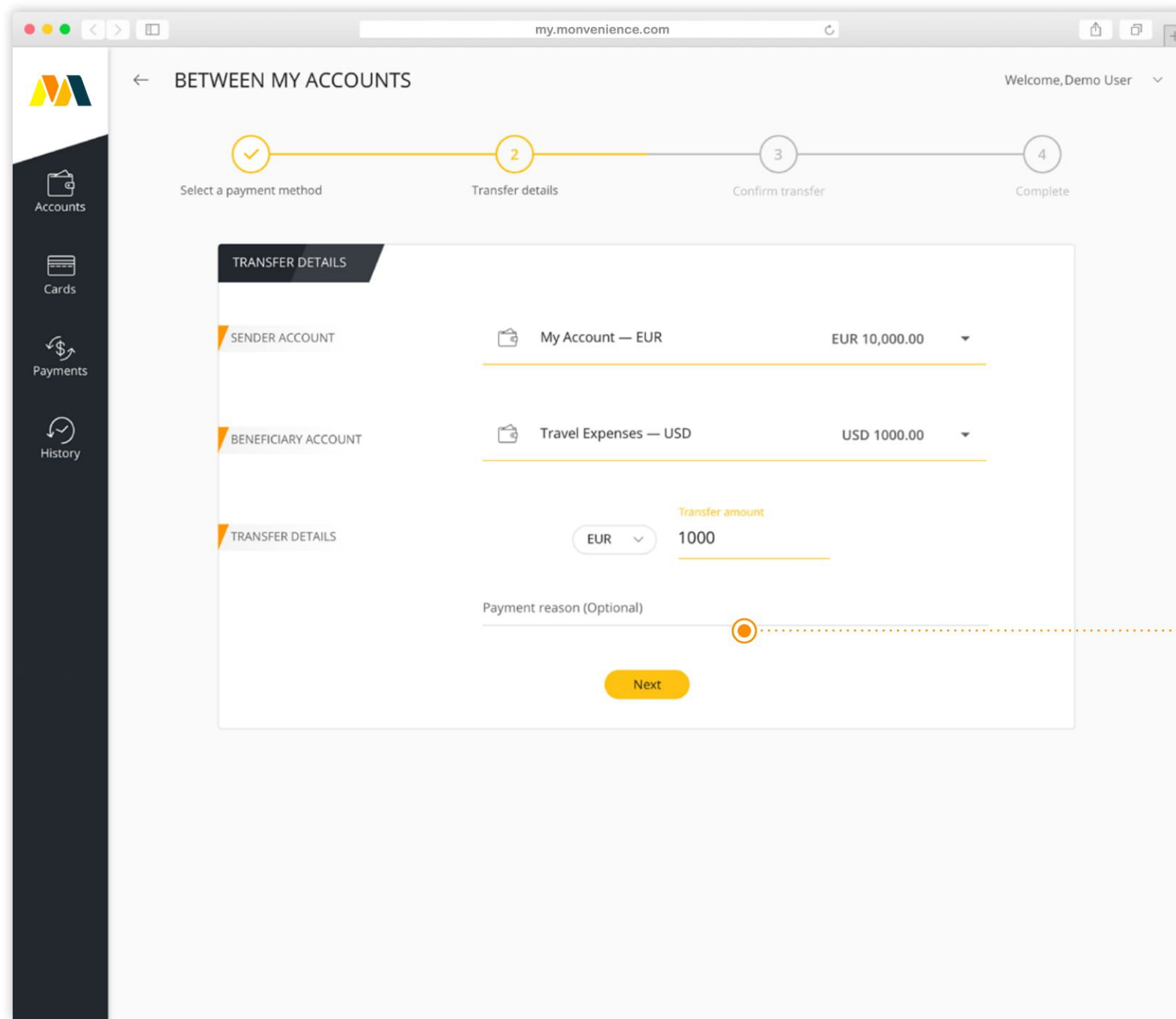
[Forgot confirmation code?](#)

Back Confirm

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.



my.monvenience.com

← BETWEEN MY ACCOUNTS Welcome, Demo User

1 Select a payment method 2 Transfer details 3 Confirm transfer 4 Complete

TRANSFER DETAILS

SENDER ACCOUNT My Account — EUR EUR 10,000.00

BENEFICIARY ACCOUNT Travel Expenses — USD USD 1000.00

TRANSFER DETAILS

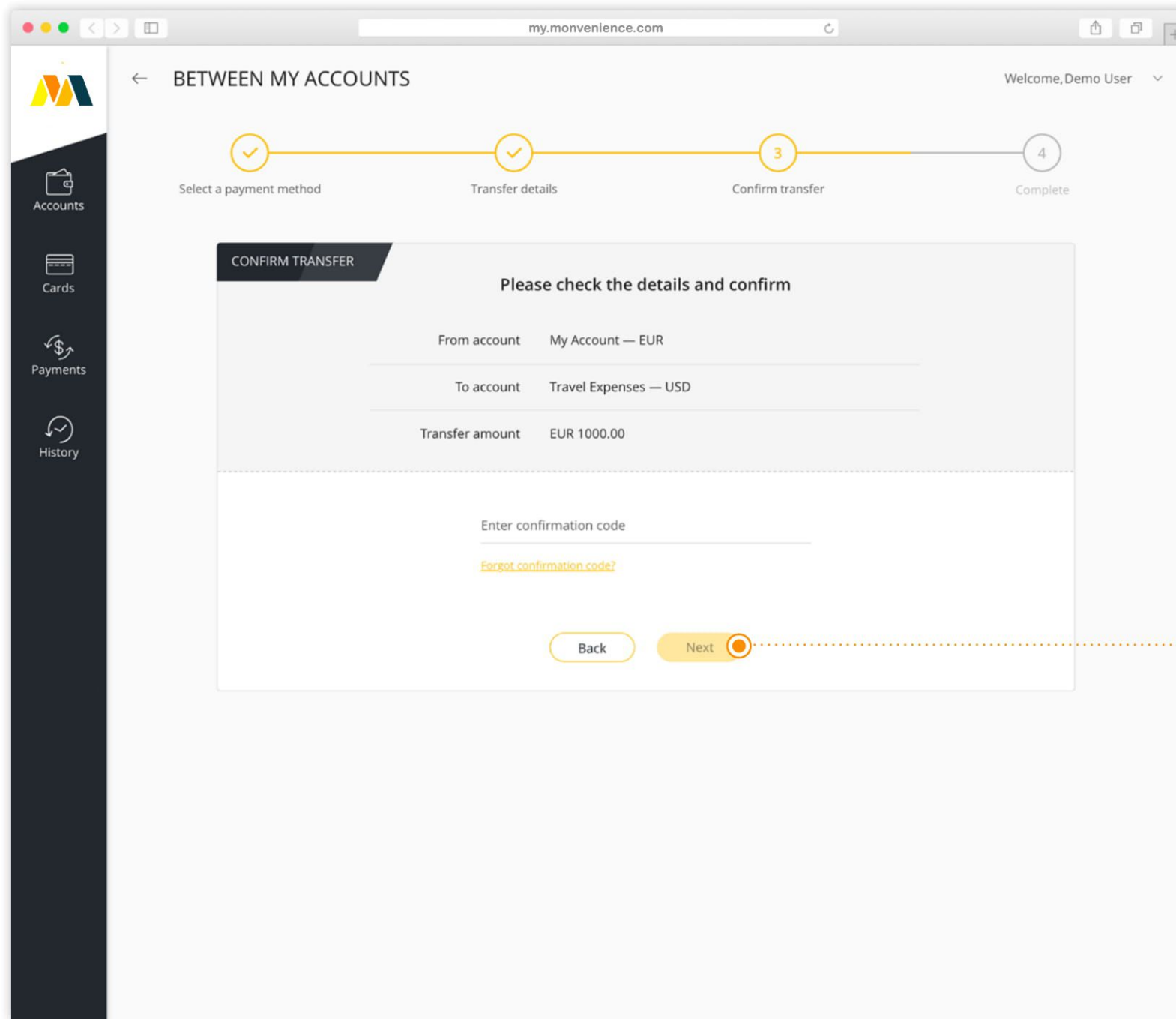
Transfer amount EUR 1000

Payment reason (Optional)

Next

Step 1

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.



The screenshot shows a web browser window with the URL `my.monvenience.com`. The page title is "BETWEEN MY ACCOUNTS" and the user is logged in as "Welcome, Demo User". A progress bar at the top indicates four steps: "Select a payment method", "Transfer details", "Confirm transfer" (the current step, marked with a '3' and a yellow circle), and "Complete" (marked with a '4').

The main content area is titled "CONFIRM TRANSFER" and "Please check the details and confirm". It displays the following transfer details:

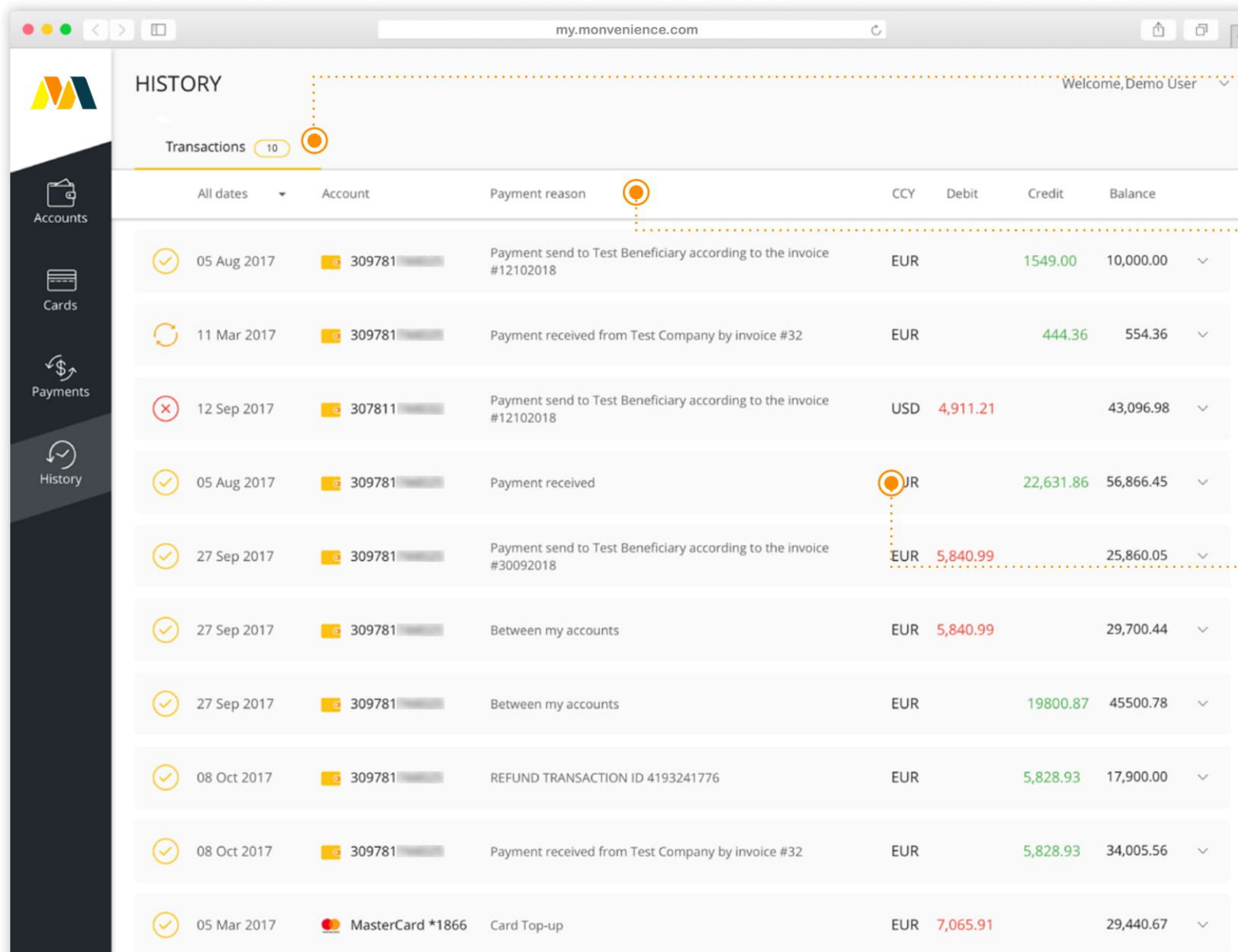
From account	My Account — EUR
To account	Travel Expenses — USD
Transfer amount	EUR 1000.00

Below the details, there is a text input field labeled "Enter confirmation code" and a link that says "Forgot confirmation code?". At the bottom, there are two buttons: "Back" and "Next". The "Next" button is highlighted with a yellow circle, and a dotted line connects this circle to the "Step 2" heading in the adjacent text block.

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.



	All dates	Account	Payment reason	CCY	Debit	Credit	Balance
✓	05 Aug 2017	309781	Payment send to Test Beneficiary according to the invoice #12102018	EUR	1549.00	10,000.00	▼
↻	11 Mar 2017	309781	Payment received from Test Company by invoice #32	EUR	444.36	554.36	▼
✗	12 Sep 2017	307811	Payment send to Test Beneficiary according to the invoice #12102018	USD	4,911.21	43,096.98	▼
✓	05 Aug 2017	309781	Payment received	EUR	22,631.86	56,866.45	▼
✓	27 Sep 2017	309781	Payment send to Test Beneficiary according to the invoice #30092018	EUR	5,840.99	25,860.05	▼
✓	27 Sep 2017	309781	Between my accounts	EUR	5,840.99	29,700.44	▼
✓	27 Sep 2017	309781	Between my accounts	EUR	19800.87	45500.78	▼
✓	08 Oct 2017	309781	REFUND TRANSACTION ID 4193241776	EUR	5,828.93	17,900.00	▼
✓	08 Oct 2017	309781	Payment received from Test Company by invoice #32	EUR	5,828.93	34,005.56	▼
✓	05 Mar 2017	MasterCard *1866	Card Top-up	EUR	7,065.91	29,440.67	▼

Reviewing transactions

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