

TELPAY FX ONLINE MANUAL

How to use the TelPayFX Online
Customer Payment Portal



TelpayFX

A Division of Telpay Incorporated

The Evolution of Exchange



Introduction

online customer portal



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The Online customer portal is a secure and efficient way for our currency conversion customers to purchase foreign currency funds, upload and assign payment instructions and manage beneficiary data.

Customers have access to trade and manage their transactions to give them the flexibility of trading at their convenience. Our Online portal lets customers trade currency and disburse the trade to multiple beneficiaries right away or at a later time of your choosing.

Rest assured the platform is fully secured with industry standard encryption and application and data level security so you can deal with complete confidence.

Book your own Currency Conversions online with confidence

Account Login

User Name (Email)
User Name (Email)

Password
Password

[Forgot your password?](#)

Login

Not yet signed up ? Click [here](#) to register

Logging Into the Online Service

User access is secured via their username and secure password. All users will be assigned their access credentials via their FX customer service representative.

Username and Password: Enter your username and password to log into the site. If you have forgotten your password, click the 'Forgot my password' link to begin the password recovery process wherein a password will be emailed to your registered email address with instructions on how to verify and reset your password.

Challenge Questions: We strongly recommend you enable challenge questions to further secure your account, the system will prompt you to answer two questions, which are randomly selected from a set each time you log in (on your first login, you will be prompted to answer all questions on file).

TelpayFX Home Page Options

The home page is your main control panel to the various options of the online services. Across the top you have main navigation tab options to the main sections of the site, clicking on any of these will bring you to the respective page of functionality.

Transactions: Is where you can make conduct spot currency conversions, disburse payments (multiple beneficiaries) and also view your transaction history.

Beneficiaries: Manage the people and businesses you send payments to, also upload new beneficiaries and their payment details like payment types and banking info.

My Account: Is where users can change their passwords and their login challenge questions.

Quick Link Buttons: (Set by your broker.) You will see quick link icons under the main navigation tabs that will take you directly to specific actions and common pages of work that customers most often visit.

Online Currency Exchange Service

Options: Reprint Summary [Logout](#)

Conversions & Transactions

Spot Transaction History

View your transactions by selecting a time period or date range.

View: Last 60 days or show from: 03/08/2018 to 05/07/2018

☐ Show only outstanding deals ☒ Show all deals

[Search](#) [Clear](#)

Deal No.	Type	Issue Date	Purchased	Settlement	Value Date	Status	Actions
3079	Spot	2018/10/30	300.00 USD	395.37 CAD	2018/11/01	✓ ✗ ⚡	View
3078	Spot	2018/10/30	300.00 USD	395.31 CAD	2018/11/01	✓ ✗ ⚡	View
3077	Spot	2018/10/17	11.00 USD	14.29 CAD	2018/10/19	✓ ✗ ⚡	View
3076	Spot	2018/10/17	11.00 USD	14.29 CAD	2018/10/19	✓ ✗ ⚡	View
3075	Spot	2018/09/17	11,000.00 CAD	8,511.03 USD	2018/09/18	✓ ✗ ⚡	View
3074	Spot	2018/09/17	12,000.00 AUD	12,246.00 CAD	2018/09/19	✓ ✗ ⚡	View

[Export Table to Excel](#) [Status](#) [Paid status](#) [Disbursement status](#)

Payments History

View your transactions by selecting a time period or date range.

View: Last 60 days or show from: 09/01/2018 to 10/31/2018


☐ Show only outstanding deals ☒ Show all deals

[Search](#) [Clear](#)

Deal No.	Type	Issue Date	Purchased	Settlement	Value Date	Status	Actions
3079	Spot	2018/10/30	300.00 USD	395.37 CAD	2018/11/01	✓ ✗ ⚡	View
3078	Spot	2018/10/30	300.00 USD	395.31 CAD	2018/11/01	✓ ✗ ⚡	View
3077	Spot	2018/10/17	11.00 USD	14.29 CAD	2018/10/19	✓ ✗ ⚡	View
3076	Spot	2018/10/17	11.00 USD	14.29 CAD	2018/10/19	✓ ✗ ⚡	View
3075	Spot	2018/09/17	11,000.00 CAD	8,511.03 USD	2018/09/18	✓ ✗ ⚡	View
3074	Spot	2018/09/17	12,000.00 AUD	12,246.00 CAD	2018/09/19	✓ ✗ ⚡	View

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Converting/Trading Foreign Currency



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Conversions & Transactions

SpotTransaction History

Currency Details

We Buy

USD - United States Dollar

Amount

We Sell

CAD - Canadian Dollar

Amount

Value Date

05/07/2019

Settlement Method

CAD - Direct Debit - CAD - 0340441

Lock Buy Side

Lock Sell Side

New Trade

Enter a new trade above or choose a saved payment template from the templates tab below.

Pricing

Quote

Accept

You acknowledge that by clicking on Accept, you have agreed to execute the transaction. Use of this service is governed by TelpayFX's and AFEX's Terms and Conditions accepted by the Client's Authorized Signatory. A confirmation of the transaction will be sent to you by AFEX.

The foreign exchange transaction service is provided by a financially licensed and regulated, wholly owned subsidiary of Associated Foreign Exchange, Inc. (AFEX). AFEX is the marketing trade name for the International Payment Solutions and Risk Management Solutions provided by several subsidiaries of Associated Foreign Exchange, Inc. Services in Australia are provided by Associated Foreign Exchange Australia Pty Ltd; in Canada by Associated Foreign Exchange, ULC; in Switzerland by Associated Foreign Exchange (Schweiz) AG; in the UK and the European Economic Area (EEA) on a cross-border basis by Associated Foreign Exchange Ltd; in the Channel Islands by AFEX Offshore Ltd; in Singapore by Associated Foreign Exchange (Singapore) Pte Ltd and in the U.S. by Associated Foreign Exchange, Inc. (collectively referred to as AFEX).

There are two (2) parts to conducting a currency transaction.

- 1) The converting / trading of the currency;
- 2) The disbursement of the foreign currency to your beneficiary, either your local currency account or sending a foreign currency payment.

1. Converting the Currency

Conversions & Transactions

Spot

Transaction History

Currency Details

We Buy

USD - United States Dollar

We Sell

CAD - Canadian Dollar

Value Date

05/07/2019

Amount

100,000.00

Amount

134,830.00

Settlement Method

CAD - Direct Debit - CAD - 0340441

Lock Buy Side

Lock Sell Side

New Trade

Enter a new trade above or choose a saved payment template from the templates tab below.

Pricing

Quote

Accept

CAD / USD

1.3483

Rate times out in:

29 sec.

Select your currency and amounts: On this page you can select the currency you want to buy and select the currency you will sell. If you are converting your CAD into USD, it would be We Buy = USD and We Sell = CAD. Enter the amount you need to purchase, use the "Lock Buy Side" or "Lock Sell Side" radio buttons to lock the deal amount to either side. Choose your settlement method. The value date is set to the nearest date (Spot).

Example:

You want to Buy \$100,000 USD.

Enter \$100,000 in Amount box for We Buy Side. Choose Settlement Method.

Click Quote. Then Accept the rate (1.3483 in this example). Total amount of CAD you will be selling \$134,830.

Conversions & Transactions

SpotTransaction History

Currency Details

We Buy

USD - United States Dollar

We Sell

CAD - Canadian Dollar

Value Date

05/07/2019

Amount

100,000.00

Lock Buy Side

Amount

134,830.00

Lock Sell Side

Settlement Method

CAD - Direct Debit - CAD - 0340441

New Trade

Enter a new trade above or choose a saved payment template from the templates tab below.

Pricing

Quote

Accept

CAD / USD

1.3483

Rate times out in:

29 sec.

Value Date: This is the date the transaction and payment will be processed for delivery to your beneficiary. Depending on the receiving institutions cut off times or your account options with them, the date chosen in this field will be the earliest date they can receive the currency you've chosen.

Settlement Method: This is the option by which you are going to settle the transaction and payment with your broker. This may be a defaulted value based on your user account or you may have options to choose from e.g. Direct Debit, Electronic Funds Transfer, Draft etc.

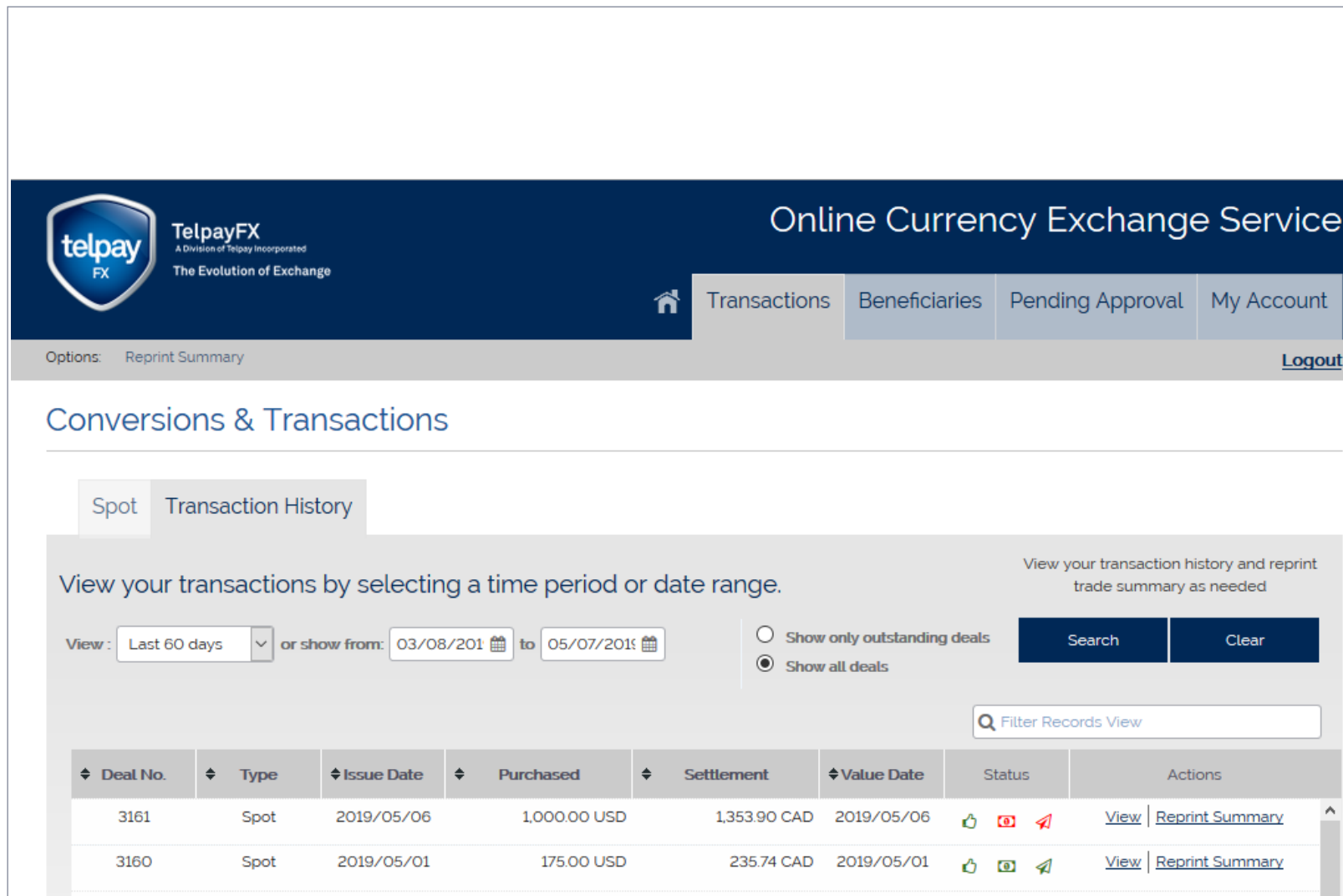
Pricing - Quote: When you are ready to get your rates and price for the exchange you click the “Quote” button to receive your real-time trading rate (rates will time out after the timer runs out) and the Amounts fields are updated with the cost of the deal. You have the duration of the quote to press the "Accept" button to commit to the deal or wait for the quote to time out before you can refresh the real-time quote by clicking “New Trade” then Quote button again.

Pricing - Accept: When you are happy with the quoted rate and cost of the deal press the "Accept" button to commit the deal. **Committing a deal is a final purchase commitment and you are responsible for paying for this deal without being able to cancel, so be sure this is a trade you want to make.*

Disburse Trade: Once a trade/deal (conversion) has been accepted you will be presented with the options to disburse your funds to a single or multiple beneficiaries. (see below for disbursing funds and making payments.)

2. Disbursing funds/making payments

You can disburse funds directly after conducting a currency conversion through the disbursement/payment window that is shown immediately after each trade, or at a later time (before its value date) by selecting it from your Spot Deals or History list and then adding or editing beneficiaries on the deal for the outgoing payments.



The screenshot displays the TelpayFX Online Currency Exchange Service interface. The header includes the TelpayFX logo and navigation tabs: Transactions, Beneficiaries, Pending Approval, and My Account. Below the header, there's a section for "Conversions & Transactions" with tabs for Spot and Transaction History. The main area shows a filter for transactions by date range (Last 60 days or custom dates) and a table of deals.

Deal No.	Type	Issue Date	Purchased	Settlement	Value Date	Status	Actions
3161	Spot	2019/05/06	1,000.00 USD	1,353.90 CAD	2019/05/06		View Reprint Summary
3160	Spot	2019/05/01	175.00 USD	235.74 CAD	2019/05/01		View Reprint Summary

Disbursement Window: In the window you can disburse your deal to one or many Beneficiaries by selecting the following necessary details needed to make a foreign payment.

Disburse Deal Screen: You can disburse your trade into payments right after you complete your trade or you can choose beneficiaries at a later time (as long as it's done before the value date) by choosing the trade from your list of current Spot deals, found in the tabs underneath the trading options

Disburse Payment to Multiple Beneficiaries for Deal **3080** Value Date

Sell Amount: 1,313.60 CAD		Rate: 1.3136		Value Date: 2018/11/02	
Buy Amount: 1,000.00 USD		Undisbursed Balance: 1,000.00 USD		Remaining Balance: 0.00 USD	

Instrument	Beneficiary	We send (USD)	We pay (CAD)	Fee	Payment ref.
Electronic Funds Transfer	DemoPayment-USD - CITIBANK, N.A	500.00	656.80	0.00	invoice 4565
Electronic Funds Transfer	DemoBene - TD Canada Trust	500.00	656.80	0.00	service rendered

+ [New Line](#) **Total Disbursed: 1,000.00 USD**

Save
Exit

Instrument: How the payment gets delivered, Electronic Funds Transfer or Wire Transfer.

Beneficiary: The account you are paying.

We Send: The amount of currency you are sending, this can be all or part of your trade amount or your undisbursed balance.


We Pay: How much the foreign amount costs from your overall sell currency total. This is calculated by the system.

Payment Reference: A description about the payment or why you are making it, this is often a requirement for compliance and AML/TF procedures for legal reporting obligations.

+ New Line: Click to add another payment from your list of approved beneficiaries.

** NOTE: When adding more than one payment to a trade: You can disburse your funds only to beneficiaries that have been approved by your broker. You can also add another beneficiary later if you need to as long as there are still funds to be disbursed. You can manage the different payments by noticing your "Total Disbursed" amount at the bottom of the screen as well as the "Un-disbursed Balance" in the header which shows you the amount left in the trade to be assigned for payment.*

Managing Beneficiaries



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Manage Beneficiaries ?

[Add New](#)


Beneficiary	Country	Email	Status	Action
DemoBene Bank : TD Canada Trust Account : 123456789 USD	United States		Pending activation	Payments Add Account
DemoPayment-USD Bank : CITIBANK, N.A Account : 123456789 USD	United States		Authorized	Payments Add Account
Online Bene Test Bank : CITIBANK, N.A Account : 987654321 EUR	United States		Authorized	Payments Add Account
Telpay Test 100 Bank : TD Canada Trust Account : 123123123132 CAD	Canada		Pending activation	Payments Add Account

[Export Table to Excel](#)

From this page, you can add or edit your beneficiaries and their banking information as well as see what payments you have sent them in the past. You can have multiple foreign currencies accounts for each beneficiary. All information is saved and marked for review by the compliance team, all beneficiaries must be approved for use before you can send them payments.

Beneficiary data needs only to be entered once, it's saved for you to use in the future so you can avoid constant

re-entry of information each time you want to send payments. The beneficiary will also automatically come up in the beneficiary pull down menu on the payments detail screen when you are disbursing deals or making orders with a currency they can receive, this means you don't have to search through all your beneficiaries when making a payment because only the relevant ones will be shown.



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Manage Beneficiaries

Add New

Filter Records View

[Export Table to Excel](#)

Search: You can use the search field at the top of the display list to quick search for beneficiary records. Search by first name, last name or company name, bank name, country for quick results.

Re-order by Column: Each column can be reordered alpha-numerically for easier information display by clicking on the column headers.

Action Links: In the Action column you can use the links to view the beneficiary's Payments or Add Account

Beneficiary Links: Beneficiary Name link will show and edit Address / Payment Method

Account Links: Account link will show and edit Bank Details

Create New Beneficiary: Click the Add New button to create a new beneficiary record.

Delete Beneficiary: Contact TelpayFX directly to remove or disable beneficiaries.

Export Table to Excel: You can export the various data views you have created via the searching or column reordering options to an Excel spreadsheet (E.g. Accounting or other filing purposes you might have).

Adding a New Beneficiary / Changing Beneficiary Details

Fill out the Name & Address, Bank Detail, and Payment Defaults for each beneficiary. Follow any instructions on the form to complete information you have available. Fill in all the required fields in **green bold**. **NOTE: You must make an initial test or a small partial payment to each new beneficiary and ensure it properly reaches its destination.**

Name & Address: Name and address used for bank account.

Bank Details: This is the banking information to send the payment to the beneficiary bank account. You need the name of the bank, branch address, country, currency and account number the payment will be credited to.

T I P ! Selecting the SWIFT radio button and entering the Swift Code and Routing number will usually be the simplest way to enter the information and will automatically populate the remaining banking fields.

The screenshot shows the 'Beneficiary' form with the 'Name & Address' tab selected. The form includes fields for Beneficiary Type (Corporate), Company Name (DemoPayment-USD), Short Name (demopayment), Address 1 (5th Avenue), Address 2, City, Country (United States), Province / State (FLORIDA), and Postal / Zip Code. A 'Next >' button is at the bottom right. A 'Fraud Warning' message is displayed at the top of the form area. A 'Next >' button is also visible at the bottom right of the form area.

The screenshot shows the 'Beneficiary' form with the 'Bank Details' tab selected. The form includes a 'Fraud Warning' message at the top. Below it, there is a section for 'Bank where the beneficiary's account is held' with a 'Country' dropdown, 'Bank Name' dropdown, 'Routing No./City' dropdown, 'Branch Address 1', 'Branch Address 2', 'City', 'Province / State', and 'Postal / Zip Code' fields. There is also a 'Search by' section with 'Bank' and 'Swift' radio buttons. The 'Swift' radio button is selected. Below the 'Bank' section, there are fields for 'Currency', 'Account No. / IBAN', 'Bank Code', 'SWIFT / BIC', and 'Routing No'. A 'Next >' button is at the bottom right. At the bottom of the form, there are two checkboxes: 'Intermediary Bank Account' and 'Correspondent Bank Account'.

Beneficiary

Exit

Add New Beneficiary Name & Address Bank Details **Payment Defaults**

Preferred Method of Payment * Electronic Funds Transfer x v

Preferred Delivery Method * Low Value x v

Email Address:

Deal Limit:

Details of Payment:

143 char(s)

Payment Reference:

71 char(s)

Optional Information

Save

The Intermediary and Correspondent Bank information might be required for certain financial institutions to send and receive international payments. Be sure to check with your beneficiary about their account details and if their institution requires this type of account info to be used.

NOTE: If you have difficulties successfully adding a Beneficiary, forward the information to your representative for assistance.

**NOTE: You will not be able to change banking details once they've been uploaded. You will need to speak with your customer service representative directly to change a beneficiary's banking details.*

Payment Method: This will be Electronic Funds Transfer.

Delivery Method: This will be Low or High Value Transfers.

Note High Value Transfers may or may not arrive sooner but will dependent on receiving bank may incur a wire transfer fee. TelpayFX may restrict low dollar trades to Low Value.

Email Address: Add email address to enable transaction notifications.

Deal Limit: For added security, we strongly recommend you enter an amount in here to restrict payments to each beneficiary above a set dollar limit. It can be changed upon request as needs dictate.

Message

AFEX messages Account asdfs- BadRequest Remittance Line 2 (Purpose of Payment) cannot be blank Beneficiary City cannot be blank Beneficiary Region cannot be blank Beneficiary Postal Code cannot be blank RemittanceLine1 updated from '' to 'BOF Castle Currency Management, In' BankAddress1 updated from '420 MONTGOMERY ST to 'Association 420 Montgomery St' BankAddress2 updated from '' to '7th Fl' BankAddress3 updated from '' to 'San Francisco' BankName updated from 'WELLS FARGO BANK, NATIONAL ASSOCIATION' to 'Wells Fargo Bank, National'

Ok

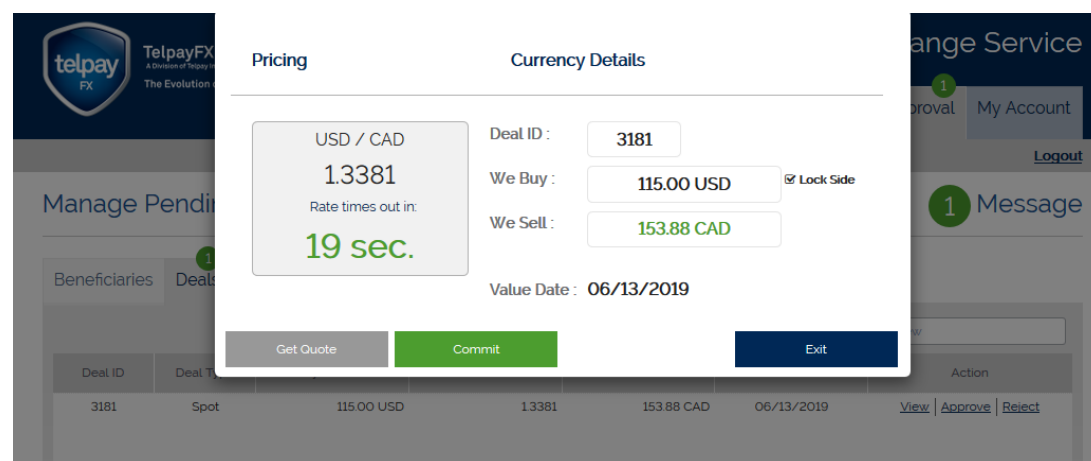
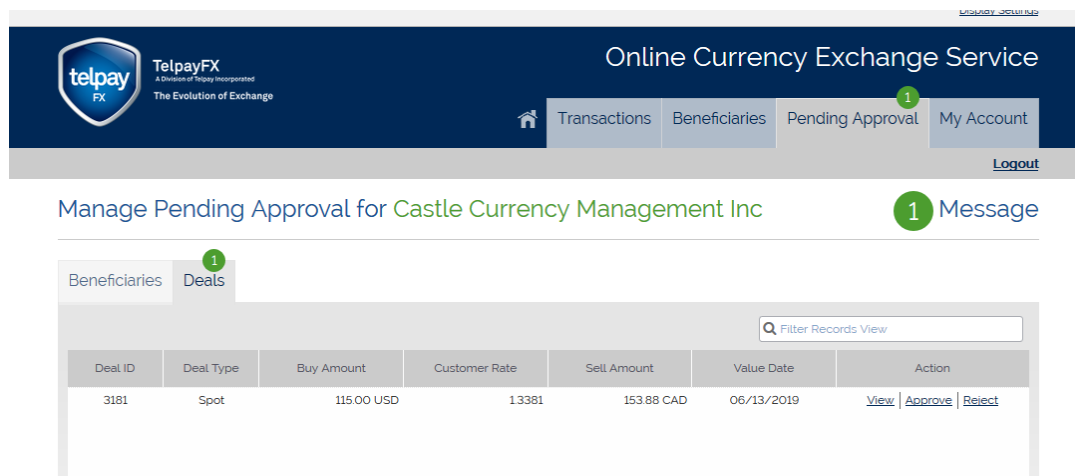
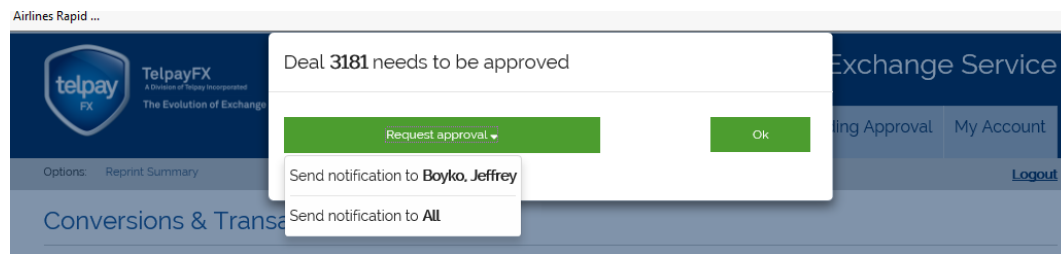
Details of Payment: If there is a standard detail of payment to use each time you can set it in this field.

Payment Reference: You can store non-essential details like some further contact references or a payment "flow".

Message: There is often an automated message as shown which will auto match your input to our records. You can accept this.

COMPLIANCE NOTE ABOUT CHANGES: Data changes made to **required fields will enforce an approval process for changes to a beneficiary file. These changes will have to flow through and be approved by your broker's compliance process before a payment will be released to the beneficiary. This is to help ensure correctness and reduce the risks of payment fraud.*

Dual Approvals



Request Approval and Send Email: When conducting trades requiring dual or multiple approvals you will automatically be prompted to request approval from authorized signatories. You will be prompted to send an email for this request. The pending deal will show in your transaction list. **NOTE: When there is dual or multi approval required all the deals will need to be a setup by an authorized signatory and approved by the other authorized signatory.**

Approval: The dual approval will be requested to the additional authorized signatory and will be visible message in their platform as Approve Deal.

View/Approve/Reject: The authorized signatory will have the option to View/Approve/Reject the deal. If deciding to approve the deal a new currency quote will be provided. It is likely to be different from the initial quote as it reflects current market prices.

Approve: The authorized signatory will accept the new quote as desired and disperse the funds.

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Change Password

Password changes are recorded for security purposes. Make sure not to use previously used passwords.

If at any time you suspect that someone may have accessed your account please contact us immediately.

Existing Password

New Password

Confirm Password

Save

Cancel

Managing Your Account Details

Using the "My Account" tab in the top navigation you can manage your various account details along with changing your password, update your bank account details, and view your account balance for any customer held funds your broker might have for you.

Change Password: Is an easy process, select the tab, enter your existing password, enter your new password and again to confirm it.

Challenge Questions: As an added layer of security, we strongly recommend users enable challenge questions on their login which will be displayed after the user enters their user name and password. The user can manage their answers on this screen and turn the security on or off.

My Account

Options

My Credentials

Change Password

Questions

Personal Verification Questions

Please, provide an answer for each question below. When you log in, you will be asked to answer two questions from this list (selected randomly each time you log in). This adds an extra layer of security to the log in process.

If at any time you suspect that someone may have accessed your account please contact us immediately.

Where were you born ?

test

What month were you born ?

test

What is your pets name ?

test

What is your mothers maiden name ?

test

What is your fathers first name ?

test

Show challenge questions at next logon ? ☒

Save