



# USER MANUAL

## Sonali e- wallet

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## 1.0 General Information:

This section of the manual explains in general terms the Sonali e- wallet application overview and the sections of the user manual.

### 1.1 App Overview:

Sonali e- wallet is the mobile wallet apps of Sonali Bank Limited, the largest state owned commercial bank of Bangladesh. This is a dynamic and secure wallet apps that cater your daily transaction needs like Fund Transfer, Mobile Airtime Recharge and Bill Payments etc.

You will get notifications on your latest activity; see your transaction history, transaction summary etc. In addition to that Sonali e-wallet is soon to bring very exciting and innovative services in the market to meet customer needs and demands.

### 1.2 Organization of the Manual:

The user manual consists of the following five sections:

1. General Information
2. Prerequisites
3. How to Download the Application?
4. User Registration and Log In
5. Features and Functionalities

## 2.0 Prerequisites:

This section explains about all the prerequisites including basic requirements and requirements related to hardware and software for using Sonali e-wallet application.

### 2.1 Hardware and Software Requirements:

In order to use the app it requires a smartphone with either Android Operating System or IOS.

The Minimum android version should be **4.4 (android KITKAT)**

The Minimum IOS version should be **9.0**



## 2.2 Internet Connectivity:

To download and use the functionalities of Sonali e- wallet, you require an Internet connection in your mobile.

## 2.3 Other Requirements:

To register in Sonali e- wallet a customer must have a Savings/Current/SND account in Sonali Bank Limited.

## 3.0 How to Download Sonali e- wallet?

Sonali e- wallet can be downloaded through the following ways

- Google Play Store
- Sonali Bank Limited Website

## 4.0 User Registration and Log In

### ▪ Guest User:

Guest user is one who access and uses the Sonali e- wallet without registering in the application. Guest User can avail the features including **Branch Location Search, ATM Location Search and Help & Support** Function of the apps.

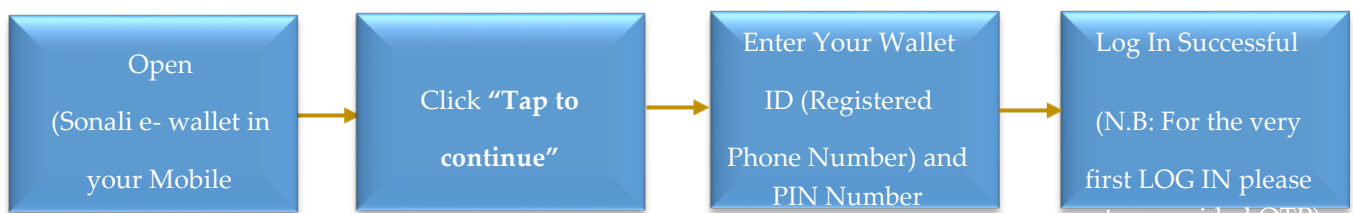
### ▪ Registered User:

Registered user is one who registers himself/herself in the Sonali e- wallet by filling the registration form. A user must register themselves in order to avail a wallet ID which can be used to enjoy all exciting features of Sonali e- wallet. A user can register in Sonali e-wallet using the “**Register**” option available in “**LOG IN**” Page. If you are a new user, select “**Register**” to register. Fill all the required details and Submit. After clicking Submit button an OTP has been sent to your mobile number and you will get a new screen where you need to provide the OTP and click Submit button. You will get a welcome message for completing the registration process and user registration request has been sent to the authority for the approval. On successful validation, user request will be approved and a message will be sent to the registered mobile number regarding the activation of wallet ID.



■ **Log In:**

To Log In in to the application, click on the "**Tap to continue**" or any other icon on the landing Page. A Log In screen will appear where you need to enter your Phone Number which is used for the registration and PIN Number to Log In. You need to enter OTP to Log In to the apps for the very first time. On successful Log In, you will redirected to Home screen of the Sonali e- wallet. Please Note that **LOG IN OTP** is required only to Log In for the first time.



**5.0 Features and Functionalities:**

Following features and functionalities is available in the Latest Release of Sonali e- wallet. Many More features will be added gradually.

- Add Money to Wallet
- Bank Deposit from Wallet
- Send Money
  - Wallet to Wallet
  - Wallet to Others A/C (Sonali Bank)
  - A/C to A/C (Sonali Bank).

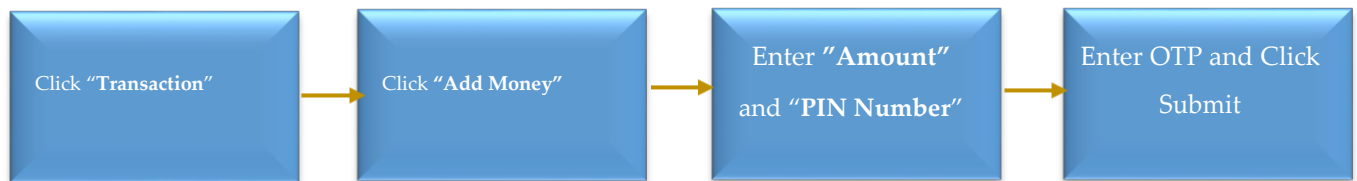


- A/C to Wallet
- Fund Transfer to Other Bank A/C through BEFTN
- Mobile Recharge/Top-Up
- Add Sonali Bank Credit Card
- Pay Credit Card Bill (Sonali Bank)

### 5.1 Add Money to Wallet:

This feature enable you to add money to the wallet Account from your Bank Account.

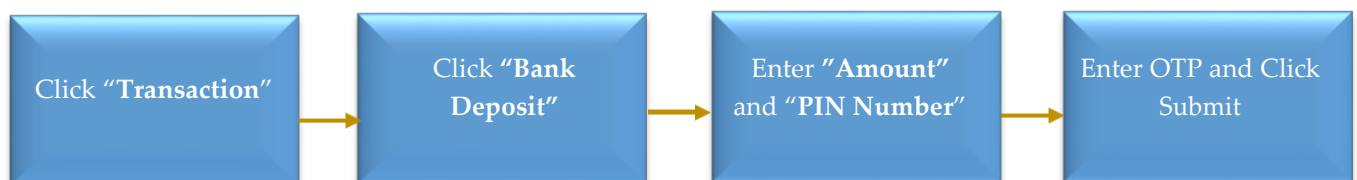
Click on the "Transaction" icon then Click "Add Money". Enter your desired **Amount** and **PIN Number** to Continue. You will redirected to OTP screen. Enter OTP and click **Submit** button to complete the transaction.



### 5.2 Bank Deposit from Wallet:

This feature enable you to deposit money to your Bank Account from the wallet Account

Click on the "Transaction" icon then Click "Bank Deposit". Enter your desired **Amount** and **PIN Number** to Continue. You will redirected to OTP screen. Enter OTP and click **Submit** button to complete the transaction.



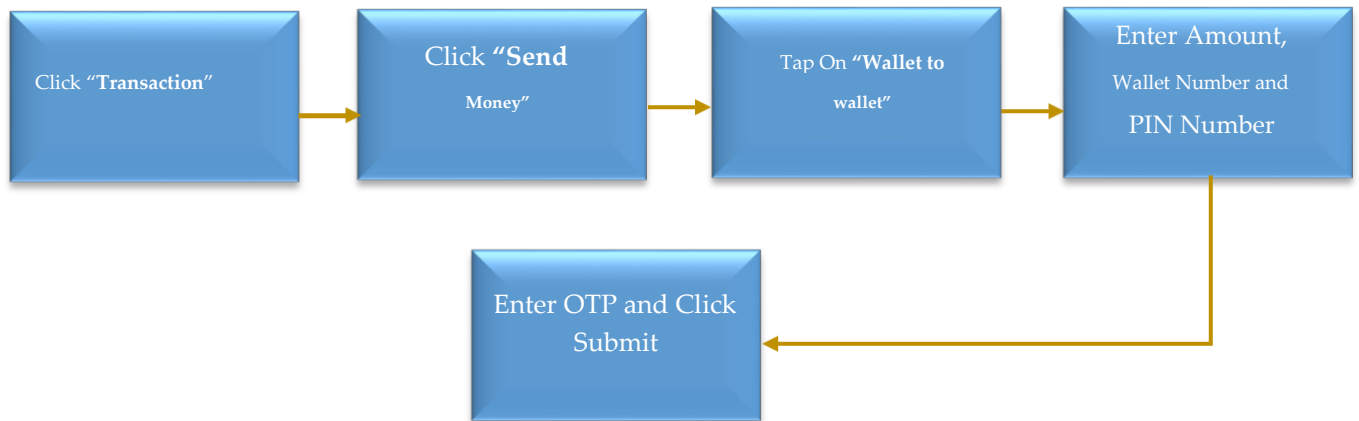
### 5.3 Send Money (Wallet to Wallet):

This feature enable you to send/transfer money from one wallet account to other wallet account.

Click on the "Transaction" icon then Click "Send Money". Tap on "Wallet to Wallet". Enter your desired **Amount**, **Wallet Number** and **PIN Number** to



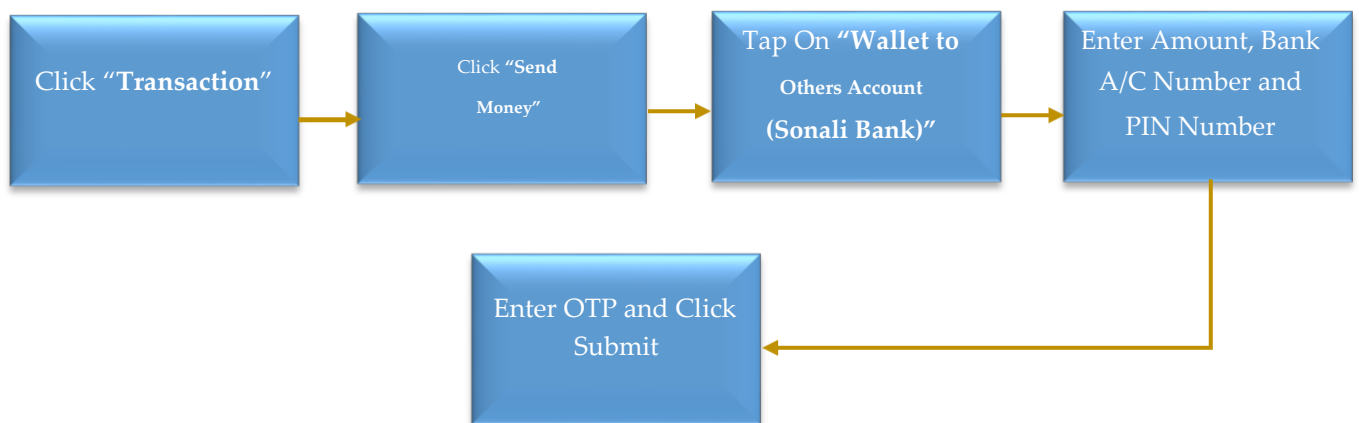
Continue. You will redirected to OTP screen. Enter OTP and click **Submit** button to complete the transaction.



**5.4 Send Money [(Wallet to Others Account (Sonali Bank))]:**

This feature enable you to send/transfer money from wallet account to Bank Account (Only Sonali Bank Limited A/C)

Click on the "Transaction" icon then Click "Send Money". Tap on "Wallet to Others Account (Sonali Bank)". Enter your desired **Amount, Recipients Bank Account Number** and **PIN Number** to Continue. You will redirected to OTP screen. Enter OTP and click **Submit** button to complete the transaction.

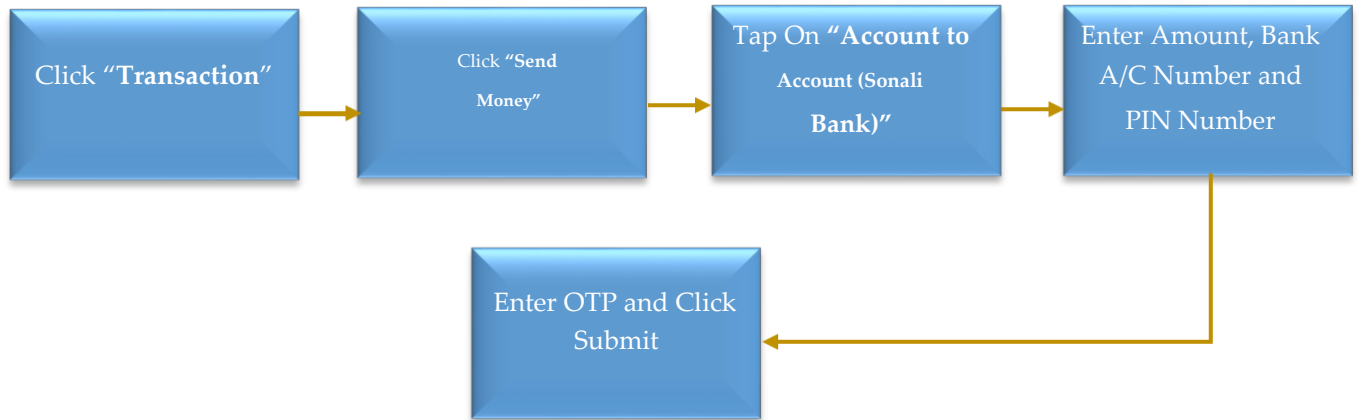


**5.5 Send Money [(Account to Account (Sonali Bank))]:**

This feature enable you to send/transfer money from Your Bank account to Other's Bank Account (Only Sonali Bank Limited A/C)



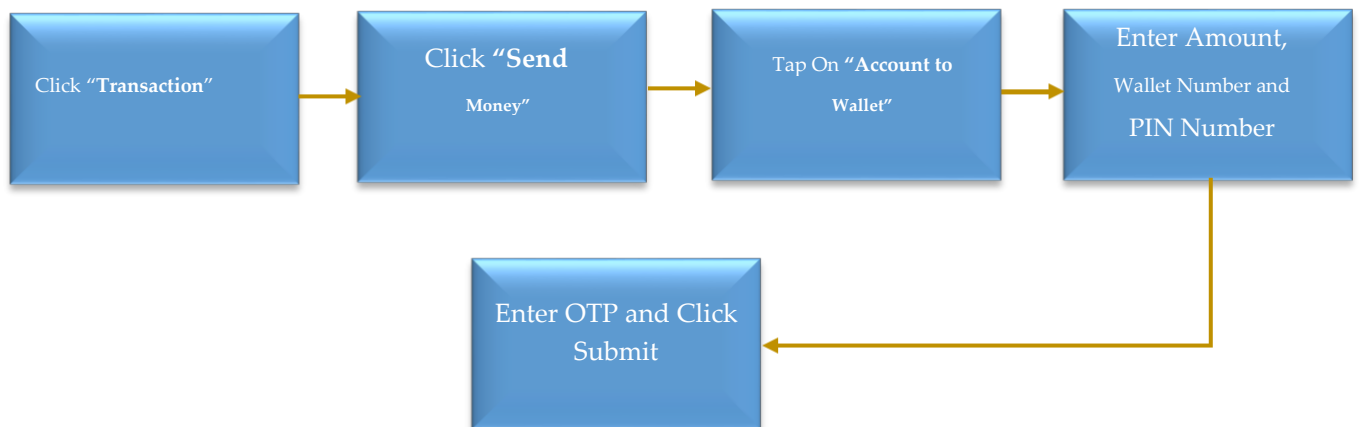
Click on the “Transaction” icon then Click “Send Money”. Tap on “Account to Account (Sonali Bank)”. Enter your desired **Amount**, **Recipients Bank Account Number** and **PIN Number** to Continue. You will redirected to OTP screen. Enter OTP and click **Submit** button to complete the transaction.



**5.6 Send Money (Account to Wallet:**

This feature enable you to send/transfer money from Your Bank Account to Other’s Wallet Account.

Click on the “Transaction” icon then Click “Send Money”. Tap on “Account to Wallet”. Enter your desired **Amount**, **Recipients Wallet Number** and **PIN Number** to Continue. You will redirected to OTP screen. Enter OTP and click **Submit** button to complete the transaction.

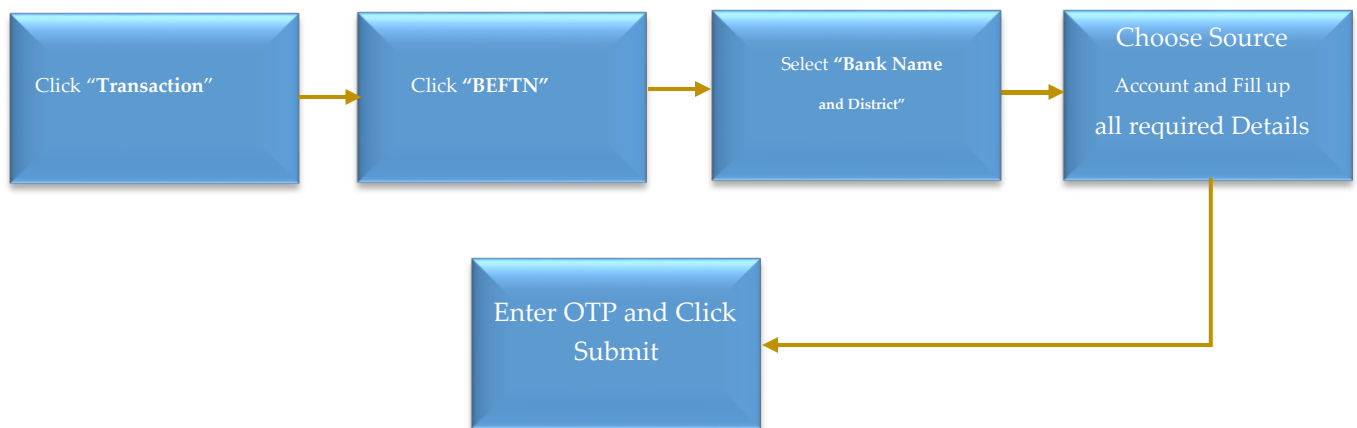


**5.7 Fund Transfer to Other Bank A/C through BEFTN (Sending from Wallet Account or Bank Account)**



This section refers the BEFTN feature of the Sonali e- wallet

To Initiate BEFTN transaction please Tap on the “Transaction” icon then Tap on “BEFTN”. Select your desired **Bank** and corresponding **District** Name from the dropdown list. Choose Option whether you want to Send from the Wallet Account or Bank Account. Select Branch Name and Fill up all required details (**Recipients Name, Recipients Bank Account Number, Amount, Purpose of Transaction and PIN Number**) and tap on Submit button. Enter OTP in the following screen and click **Submit** button to complete the transaction.



### 5.8 Mobile Recharge/Top-Up:

This feature enable you to recharge/Top-Up your Mobile phone using Sonali e- wallet.

Log In to Sonali e- wallet. Tap on “**Recharge**” then enter your desired mobile **phone number** and select **operator name**. In the next screen enter **Amount** then tap on “**Tap to Continue**” button and enter your **PIN NUMBER** to complete the process. You will get a notification for the successful recharge.

