HYPERWALLET
A PayPal Service

Client Administration Guide

Client Administration Guide

This guide shows you how to register payees and make payouts. Control Panel operators can use this documentation to learn typical merchant account management functions, such as:

- Logging in.
- Finalizing payments.
- Confirming notifications.
- Reporting payment activity.

Definitions

The following is a list of common terms used in this document:

- **Payee:** The end-user who receives payments through the Pay Portal.
- **Pay Portal:** The user interface that the payee uses to manage their payments.
- **Control Panel:** The Control Panel is also known as the Client Administration Portal. Merchant administrators log into the Control Panel to manage accounts and make payments. This guide is an overview of the Control Panel system.
- **Merchant:** The corporate merchant who makes the payments.
- **Account Holder:** A payee with an activated Pay Portal account.
- **Account:** Stores a payee’s personal profile, account balance, and account transactions. Accounts are identified by a unique number.
- **Account Hierarchy:** Your payouts solution determines the account levels available in your account hierarchy. See **Program Hierarchy** for more details.
- **Function:** Functions are links, programs, and pages that help issuers and account holders manage accounts and transactions.
- **Role:** Roles determine which functions a user can access in the Control Panel. Role sets are defined for each staff member. Only the system administrator can modify a role.
- **Staff User:** A user's account is assigned access roles to manage their issuer account.

Program Hierarchy

Hyperwallet can configure a program or subprogram based on a merchant's needs and operational practices. The platform accommodates varying account levels, as shown in the following figure. Records and relevant actions are strictly separated, so users can't access information beyond their authorization level.

Your payout capability determines the account levels you can use.

WI (Wallet Issuer)

- Merchants that are implemented with this specific structure will have an added Level in the Program Hierarchy.
- The added Level may be warranted to incorporate Special Features

IM (Issuing Merchant)

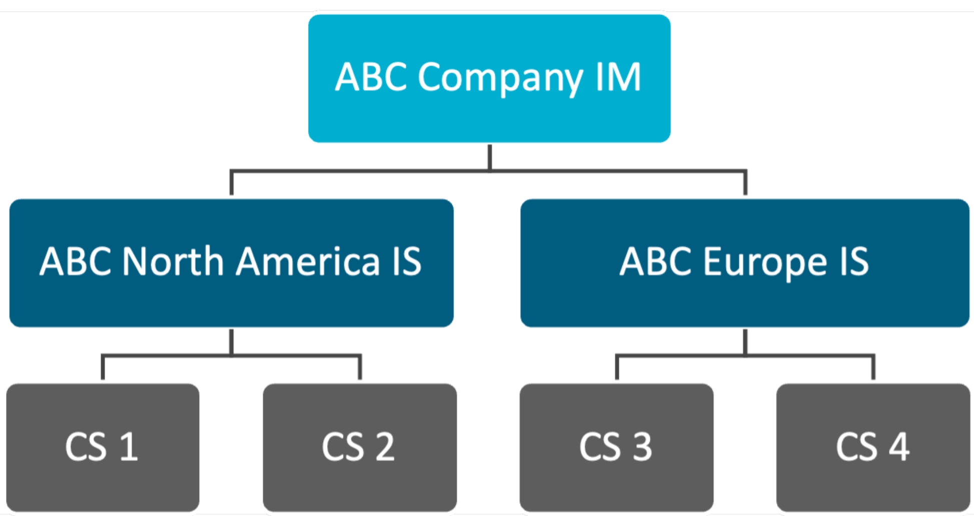
- Represents the second-highest Level of operations, and in most cases is the highest level of your solution.

IS (Issuing Store)

- This is the Level where Payees are registered under.
- Merchants may choose to have multiple IS Programs for segregation of reporting, funding or to satisfy other business requirements

CS (Consumer)

- Represents the Payees - Individuals or Businesses



Client Portal Access

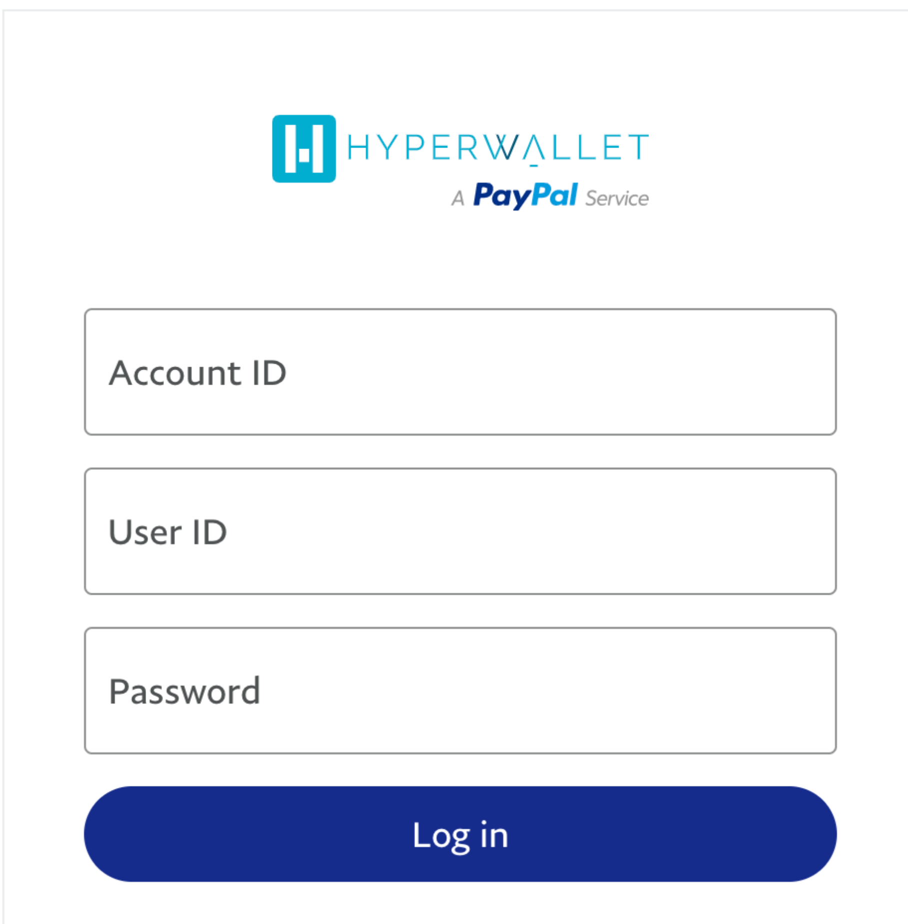
Logging In

The **Control Panel** page is located at https://controlpanel.hyperwallet.com. You'll receive 2 emails after your account has been created:

- A secure email with the website URL, your account ID, and user ID.
- An email with a temporary password.

Re-enter your temporary password carefully, as the whole string is case-sensitive and may contain special characters. Don't include extra spaces. Don't copy and paste the temporary password from your email.

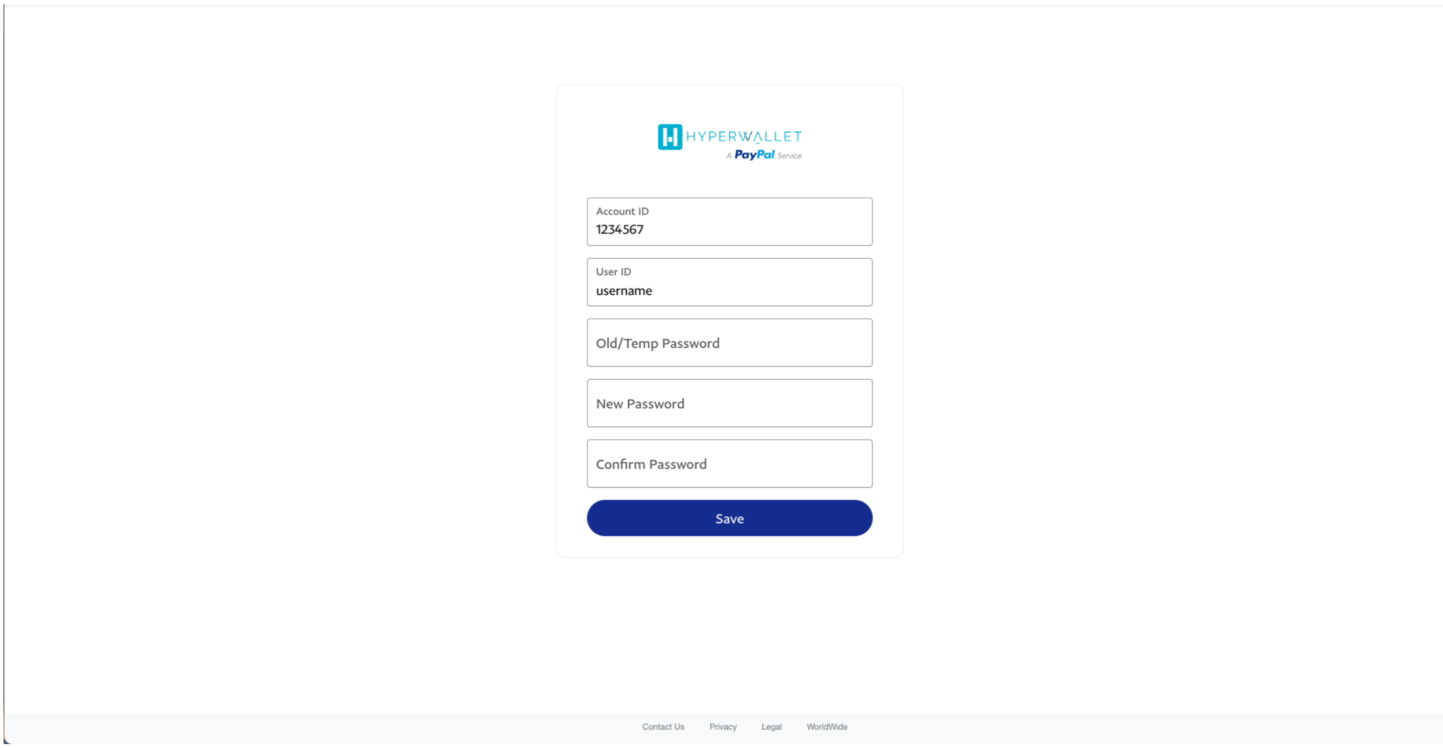
> **NOTE:** For access to the Hyperwallet Back Office, your machine's Public IP Address must be provided to and allowlisted by Hyperwallet.



Forgot Password

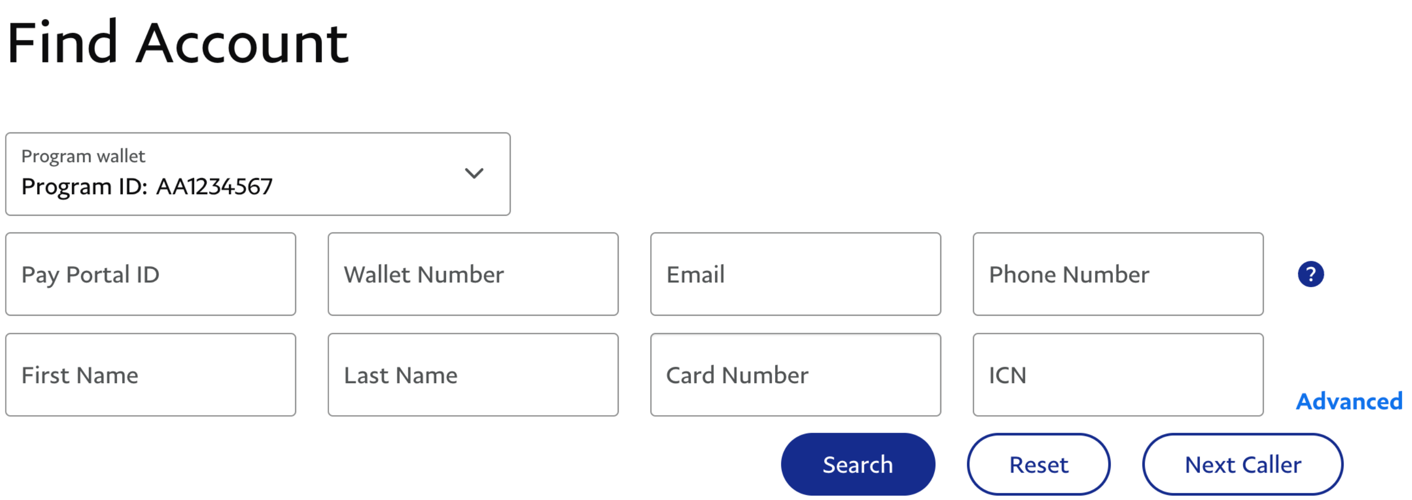
Contact your system administrator to request a password reset if you forgot your password.

You'll get an email with a system-generated temporary password. Upon receipt, log in to your account using the temporary password. Select a new password immediately, as shown in the following screen.



Account Management

This is an overview of the account management features available to program managers. After logging into the system, an account filter shows up.



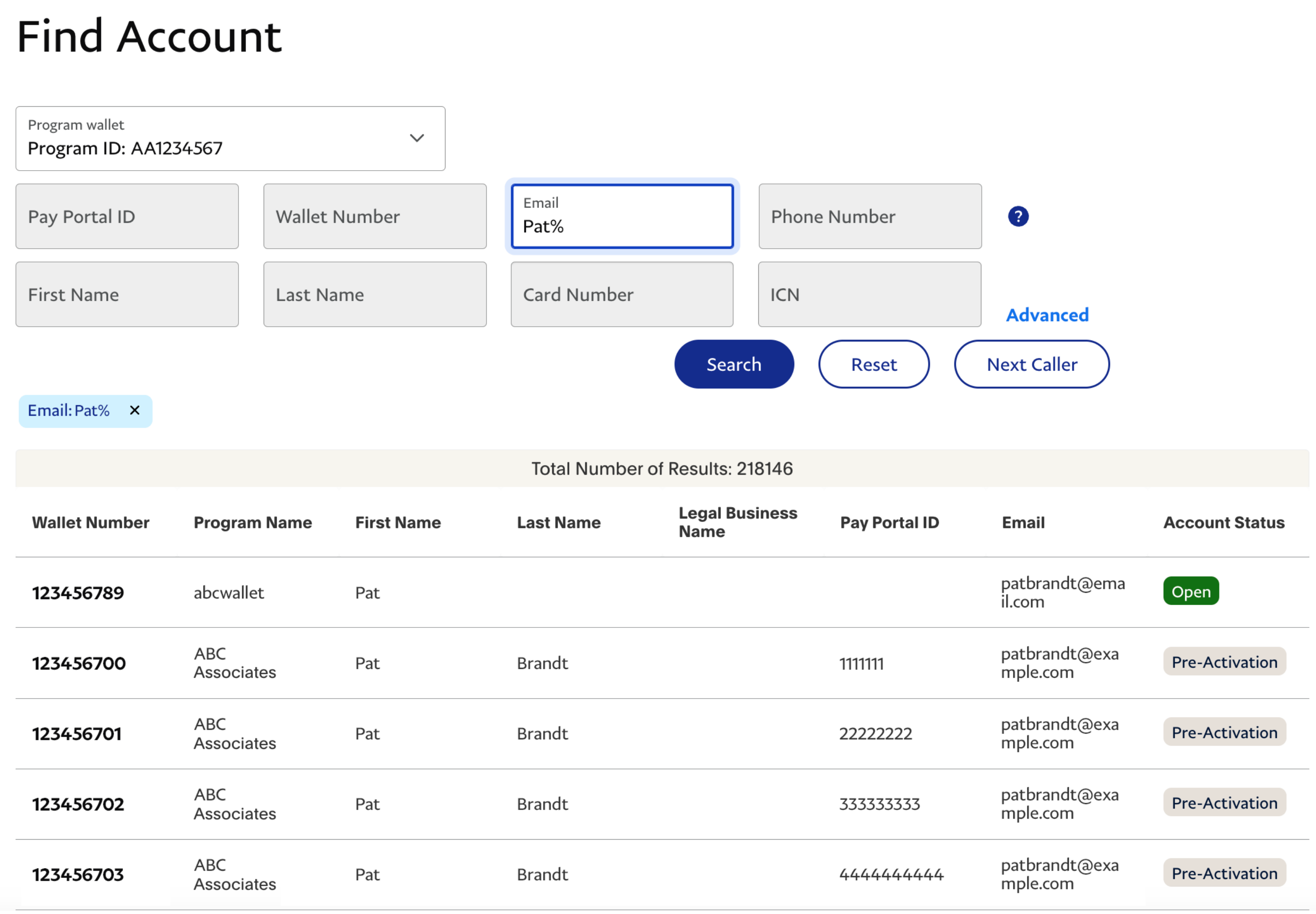
Finding Accounts

After logging into the system, **Find Account** is the first page that shows up. To find an account:

1. Select the Program ID from the drop-down menu.
2. Search for a specific account using at least one of the fields.

There are several different criteria that you may use to search to find accounts.

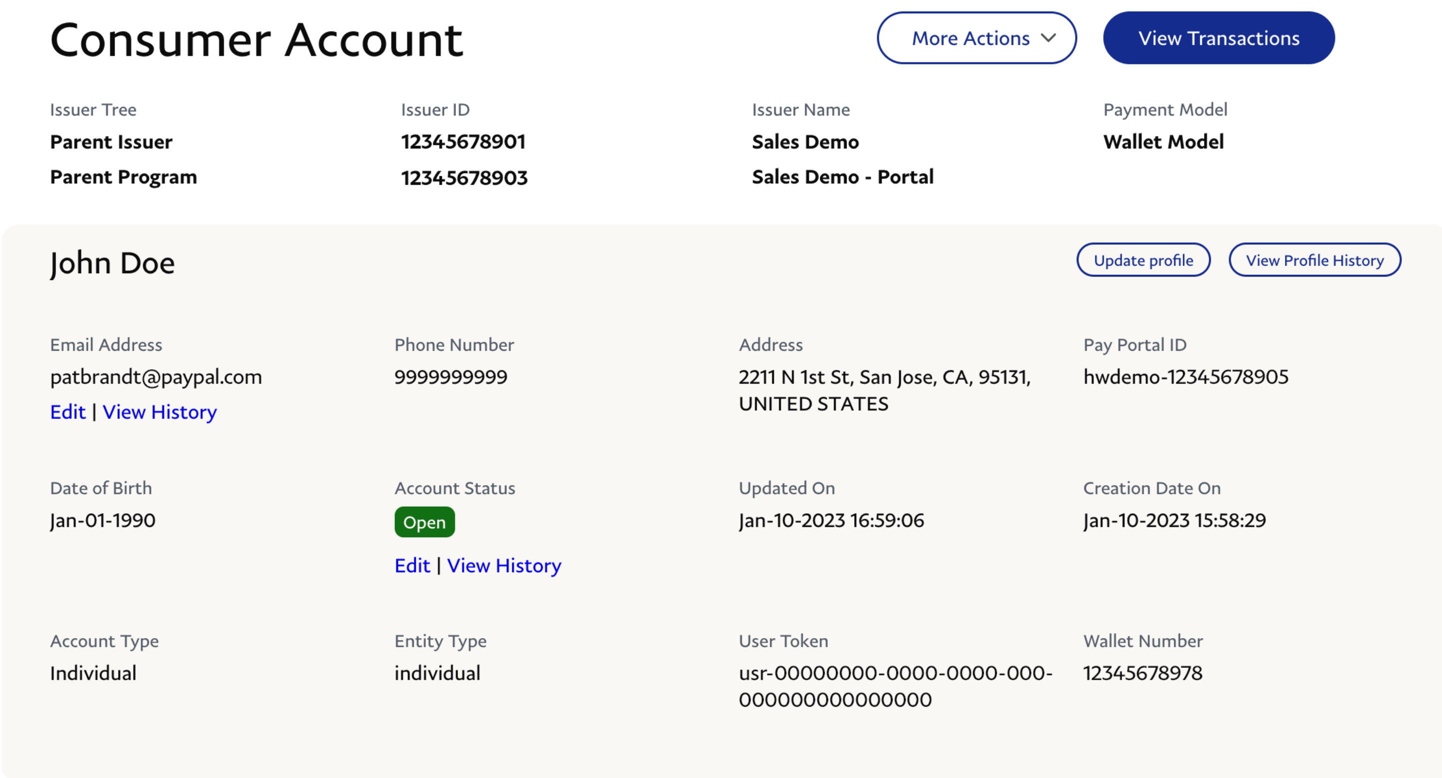
- Each field that contains % in the caption helps you broaden the search parameter by using only the first few characters of the entire word to search for an account.
- When multiple accounts match your search criteria, you'll see a list of accounts to choose from.
- When only one account matches your criteria, you'll be taken directly to the **Account Profile** page for that account.



Wallet Number	Program Name	First Name	Last Name	Legal Business Name	Pay Portal ID	Email	Account Status
123456789	abcwallet	Pat				patbrandt@email.com	Open
123456700	ABC Associates	Pat	Brandt		1111111	patbrandt@example.com	Pre-Activation
123456701	ABC Associates	Pat	Brandt		22222222	patbrandt@example.com	Pre-Activation
123456702	ABC Associates	Pat	Brandt		333333333	patbrandt@example.com	Pre-Activation
123456703	ABC Associates	Pat	Brandt		4444444444	patbrandt@example.com	Pre-Activation

The Account Profile

Each account has an **Account Profile** that shows the information provided by either the merchant or account holder at the time of registration. This information includes the name, address, phone number, email address, and date of birth. The **Account Profile** also shows the date the account was created and the account status": `OPEN`, `PRE_ACTIVATION`, `LOCKED`, `FROZEN` or `CLOSED`.

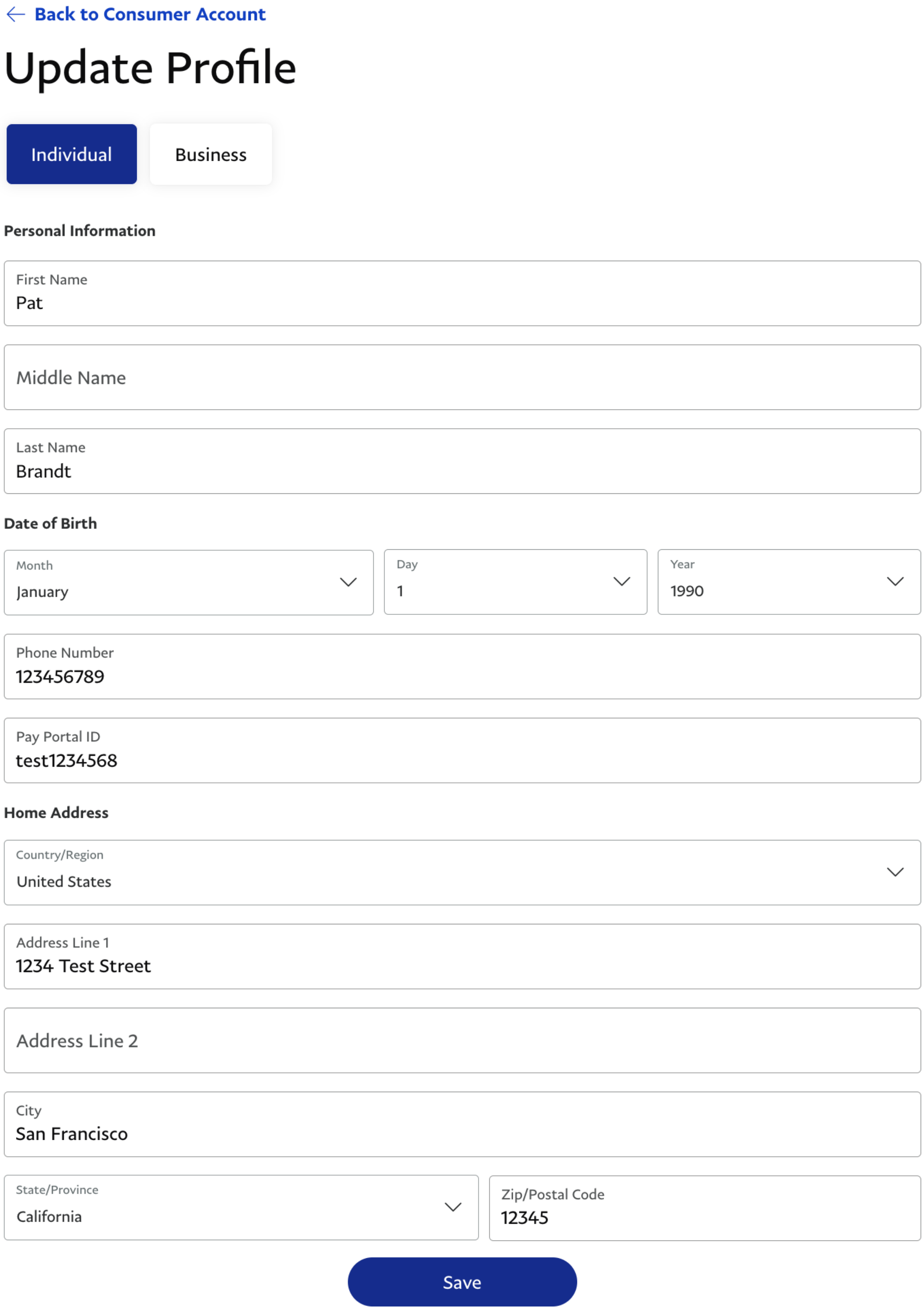


Account Status Descriptions

Status	Description
`PRE_ACTIVATION`	The account hasn't been activated.
`OPEN`	Account has been activated and is accessible.
`LOCKED`	The account is temporarily disabled for online access, typically due to too many failed login attempts. The merchant or a member of the Hyperwallet staff can modify this status.
`FROZEN`	The account status is temporarily turned off for online access. Only a member of the Hyperwallet staff can modify this status.
`CLOSED`	The account is permanently closed by the merchant's request.

Update Account Profile

Update an account profile by selecting the **Update Account Profile** button in the **Account Profile** section.



← Back to Consumer Account

Update Profile

Individual | Business

Personal Information

First Name
Pat

Middle Name

Last Name
Brandt

Date of Birth

Month
January

Day
1

Year
1990

Phone Number
123456789

Pay Portal ID
test1234568

Home Address

Country/Region
United States

Address Line 1
1234 Test Street

Address Line 2

City
San Francisco

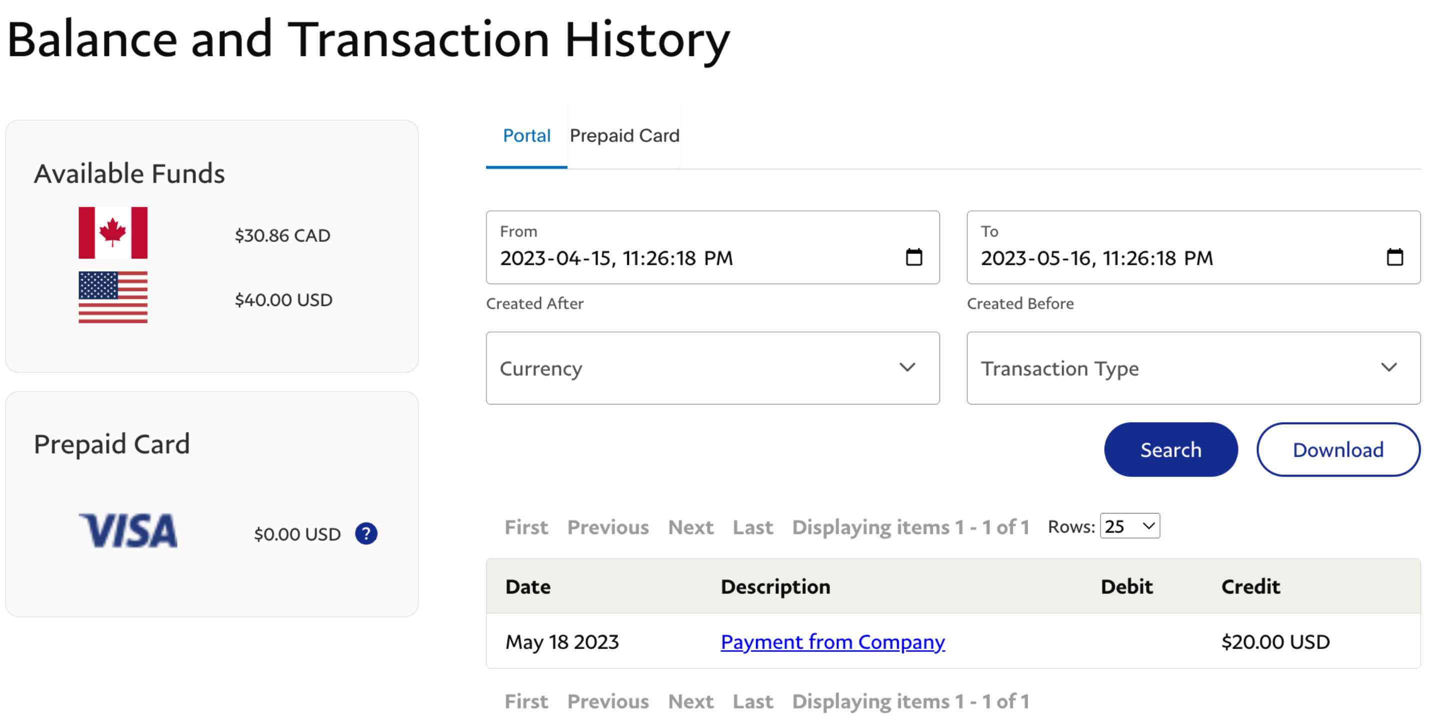
State/Province
California

Zip/Postal Code
12345

Save

View Account Profile History

Use this feature to see the profile information changes on a consumer account. Select the **View Account Profile History** button in the **Account Profile** section.



Balance And Transactions

Use this feature to see a payee account's entire transaction history. Locate a transaction by changing the date range, currency, transaction type, and other criteria. You can see the payee's transaction by selecting the **View Transactions** button on the **Account Profile** page.

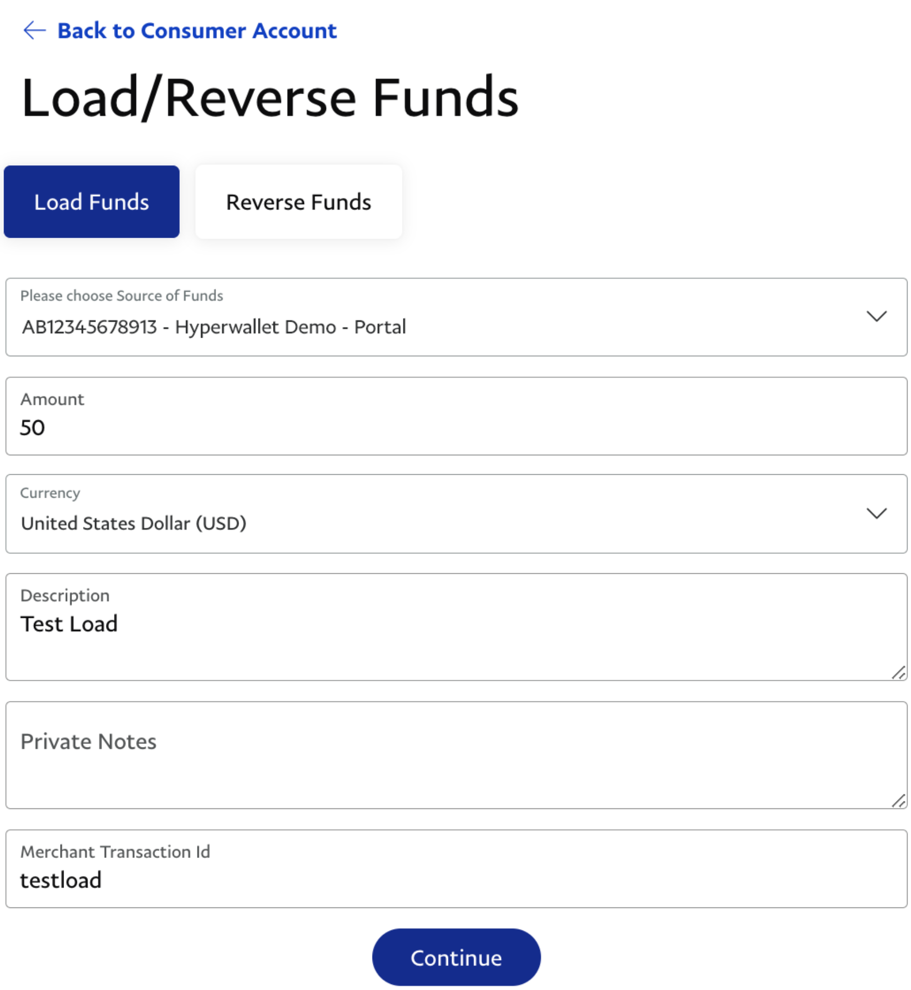
To load funds to a single account:

1. Log into your Control Panel account.
2. Search for the account that will receive the money.
3. Select **Load/Reverse Funds** under **More Actions**.
4. Select the **Source of funds** from which to move the money.
5. Enter the **amount**, select the **currency**, provide some notes and **Merchant Transaction ID**. The **Merchant Transaction ID** needs to be unique for each payment.
6. Hit **Continue**, review the transaction details and **Confirm**.
7. The money is loaded into this account.

To reverse the funds from a single account:

1. Log into your Control Panel account.
2. Search for the account from which you want to transfer the money.
3. Select **Load/Reverse Funds** under **More Actions**.
4. Select the **Destination of funds** to which you want to transfer the money.
5. Enter the **amount**, select the **currency**, provide some notes and **Merchant Transaction ID**. The **Merchant Transaction ID** needs to be unique for each payment.
6. Hit **Continue**, review the transaction details and **Confirm**.
7. Funds are reversed from this account.

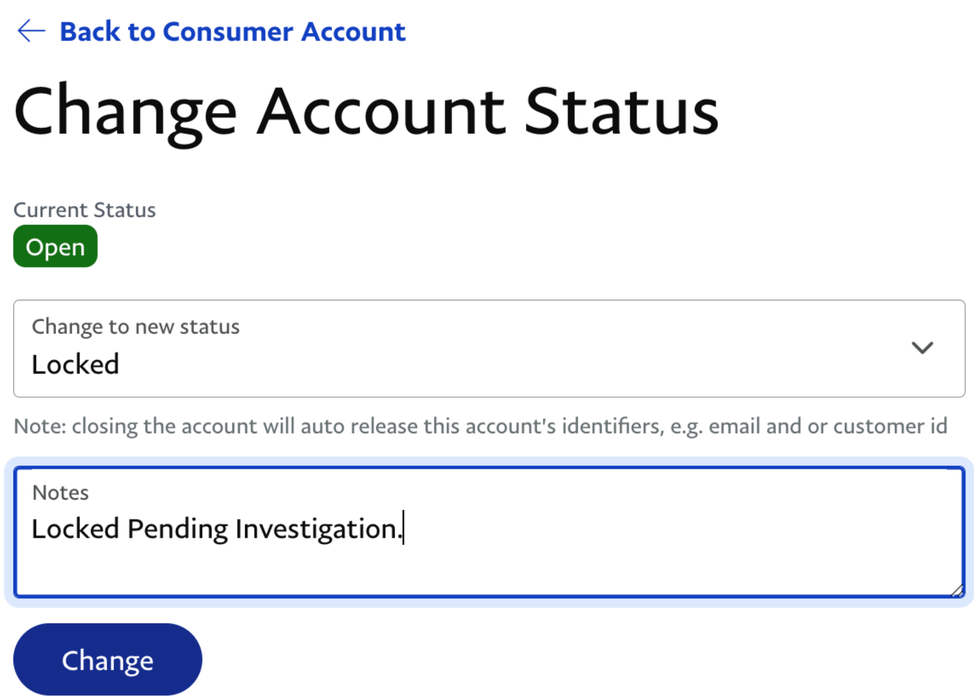
> **NOTE:** This section is only applicable to **Straight Through Payout** and **Virtual Account Payout** models only.



Change Account Status

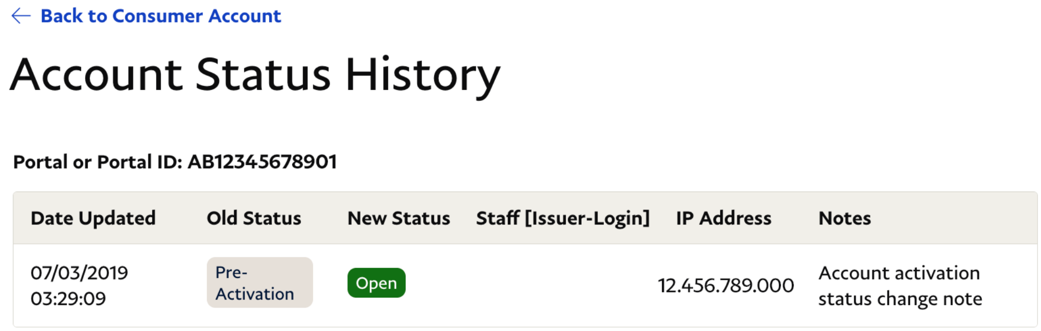
Use this feature to lock or unlock an account. Locking an account prevents online access to it.

You can lock an account temporarily while investigating potential fraud, or when it is pending a manual adjustment, such as when the account received a payment in error. You can change the account status by selecting the **Edit** link under the "Account Status" field.



Account Status History

This feature shows you a history of all the account status changes to a consumer account, for example, when a payee activated their account. It also shows any notes added to a given status change. You can see the account status history by selecting **View History** under the "Account Status" field.


Back to Consumer Account

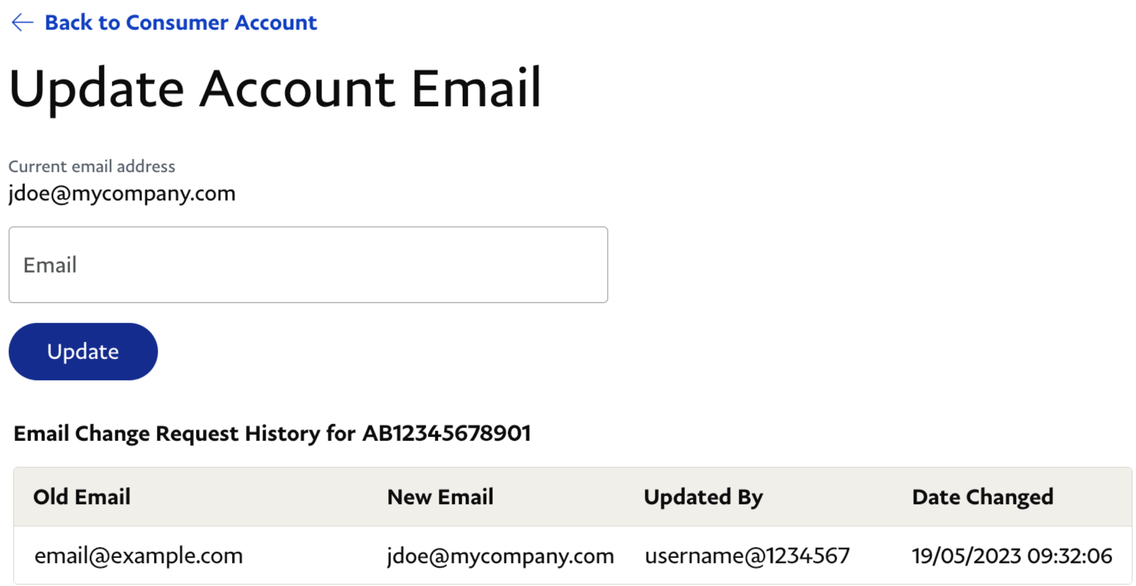
Account Status History

Portal or Portal ID: AB12345678901

Date Updated	Old Status	New Status	Staff [Issuer-Login]	IP Address	Notes
07/03/2019 03:29:09	Pre-Activation	Open		12.456.789.000	Account activation status change note

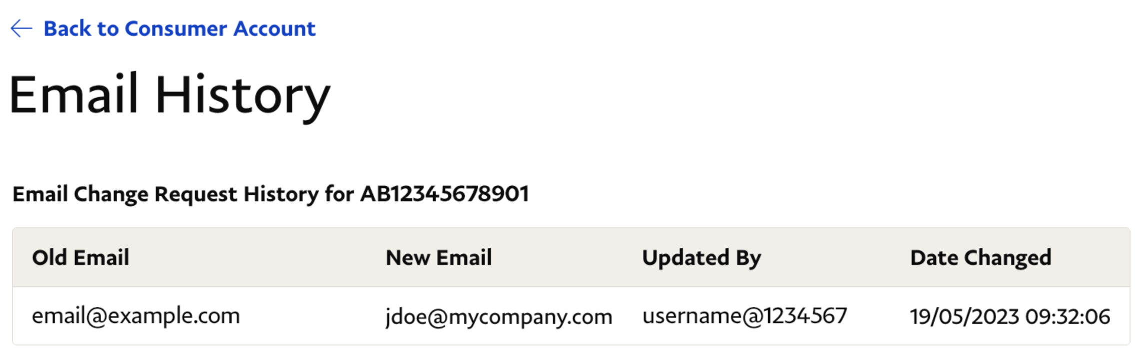
Update Email

Update the payee's email by selecting the **Edit** link under the "Email" field.



Email History

Select the **View History** link under the "Email" field to see a history of all the email updates made to this account.



Search Payments

Use this feature to see all payments made to a payee. Access this function by:

Select the **More Actions** button in the payee's account, and choose **Search Payments**.

Alternatively, Go to the **Accounts** menu and select **Search Payments**, using the available filters to find payments. See the **Search payments** section for more information.

Payment Search

Client Payment ID / Ref... | Client User ID / Custom... | Wallet Number | Full Payment Memo

Beneficiary Transaction ID | Payment Token | Full Recipient Email: mickeymouse@hw.com | User Token

Advanced | Search | Reset

Total Number of Results: 2

Client Payment ID / Reference #	Amount	Status	Created On	Expires On	Payment Memo	Issued By	Account Number	Name	Email
testload_20230718_1	$30.00 CAD	Completed	Jul 18, 2023 7:06:04 PM	Jan 14, 2024 12:00:00 AM		Hyperwallet Demo - Select	CS151390741651	Mickey Mouse	mickeymouse@hw.com
test_AL	$5.00 USD		Aug 23, 2022 2:54:23 PM	Feb 19, 2023 12:00:00 AM	test	Hyperwallet Demo - Select	CS151390741651	Mickey Mouse	mickeymouse@hw.com

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Wallet Notes

See the status transitions made to an account, such as transfer method updates and notes entered during Know Your Customer (KYC) verification. Go to the **More Actions** menu and select **Portal Notes**.

← Back to Consumer Account

Portal Notes

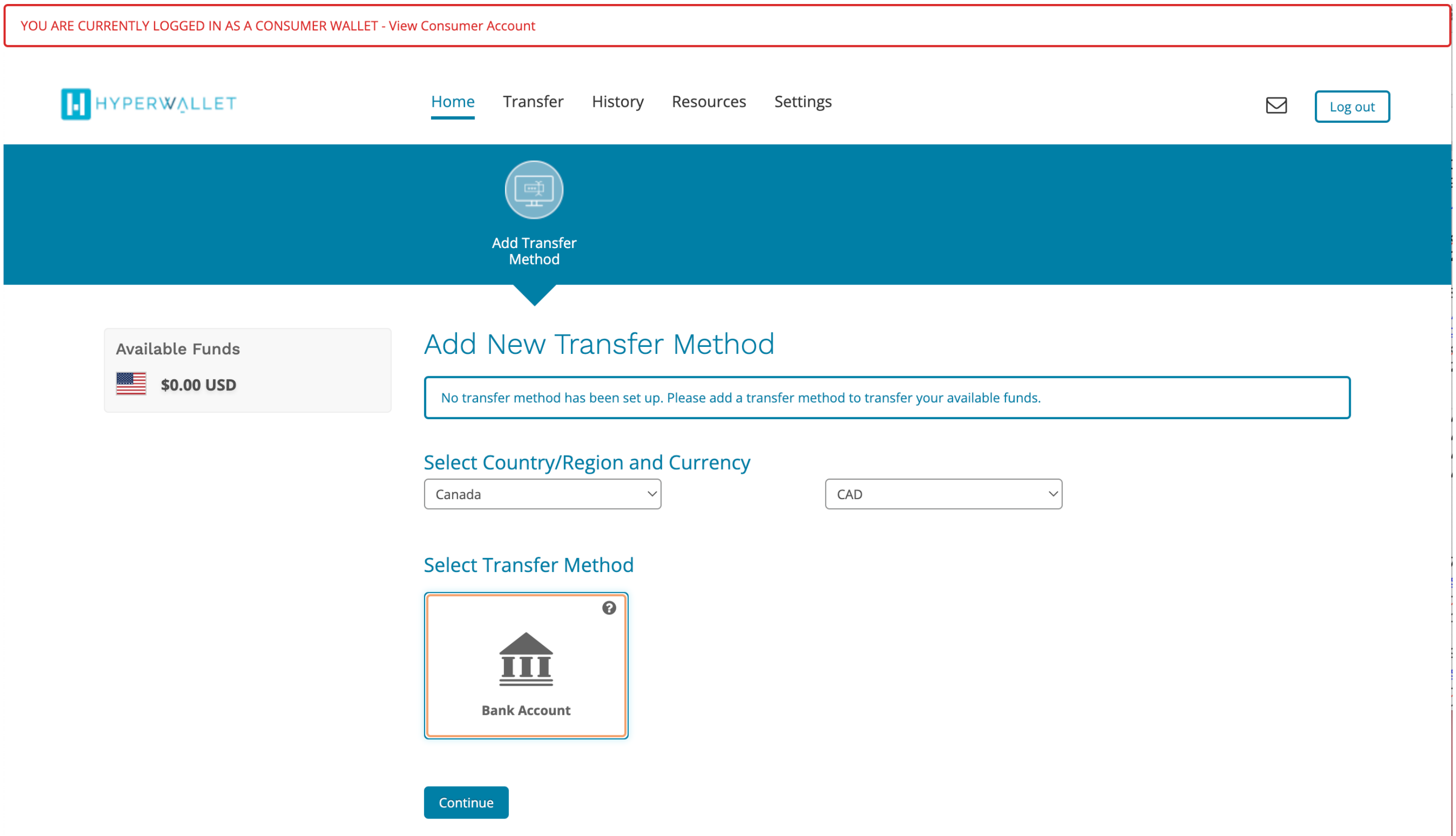
Notes

Add Note

Date	Note Type	User ID	Private Note	Public Note
Jul 5, 2023 9:40:20 PM	EXTERNAL_ACCOUNT_STATUS_CHANGE	3450004 : anonymous-sci	BA [Doe-ny.com] status changed from [null] to [ACTIVE]	Hyperwallet initiated status transition.
Jul 5, 2023 9:49:19 PM	EXTERNAL_ACCOUNT_STATUS_CHANGE	3450004 : anonymous-sci	BA [Doe-**4567] status changed from [null] to [ACTIVE]	Hyperwallet initiated status transition.

The Consumer Account View

See what the payee sees when they log into their account. This view is Read only, so you can't make any transactions from this view.



Search Payments

Search for any payment you made using this feature, and filter by the following criteria:

1. Client payment ID: A unique transaction reference you provided in the payment.
2. Client user ID: The payee identifier you used during account creation on Hyperwallet.
3. Payment token: You'll receive this in our API response when you make a payment.
4. User token: You'll receive this in our API response when you create an account.
5. Full payment memo: A note attached to the payment.
6. Wallet number: The Hyperwallet identifier for the payee. You can find this on the payee's profile page.

7. Beneficiary transaction ID: A PayPal-generated transaction ID. Merchants can use this ID to search for a payment made to a PayPal account.
8. Full recipient email: The payee's email.
9. Created After
10. Created Before

Managing Your Funds

This section covers how to **Manage Funds** and related operations. When you select Manage Funds on the menu, you land on a page with a pre-selected program, typically the issuing merchant. The page gives you an overview of your satellite wallets, currencies, and balances.

The Funding Account

The Funding Account shows the money you have available to make payouts.

The Pending Account

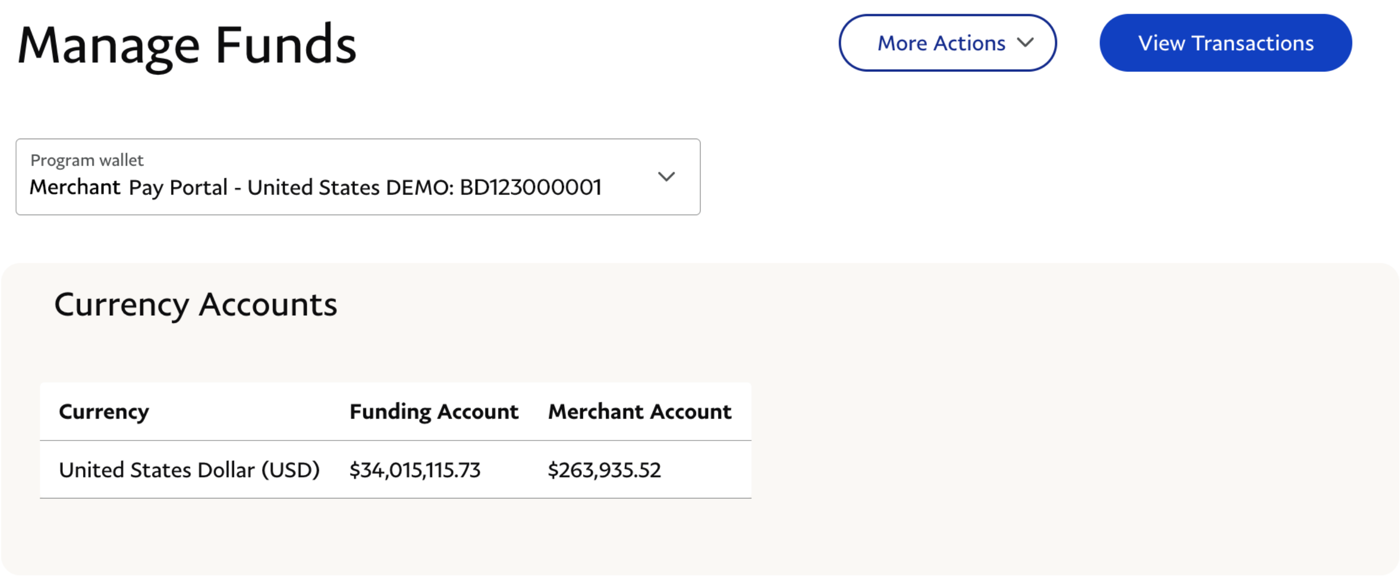
The Pending Account is the account that represents money that has been paid out to the payee but has yet to be collected. For example, if you make a batch payout, and most payees receive their payment and transfer the money to their preferred transfer method, but one or two haven't transferred their payments, the amount of those payments will show up in the "Pending Account" section on the **Manage Funds** page.

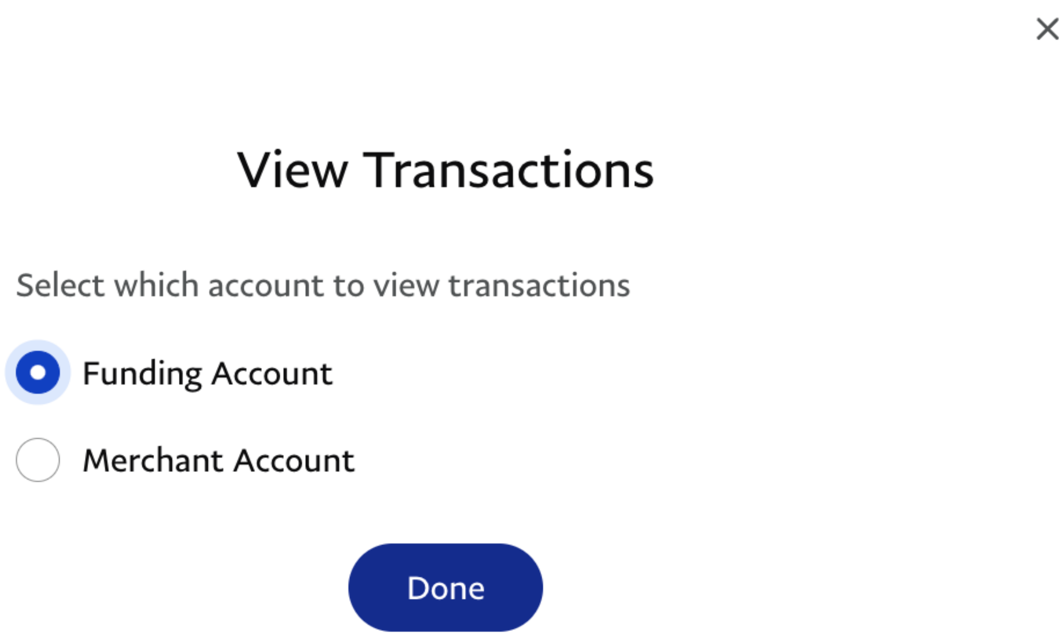
NOTE: This section is only applicable to **Straight Through Payout** and **Virtual Account Payout** models only.

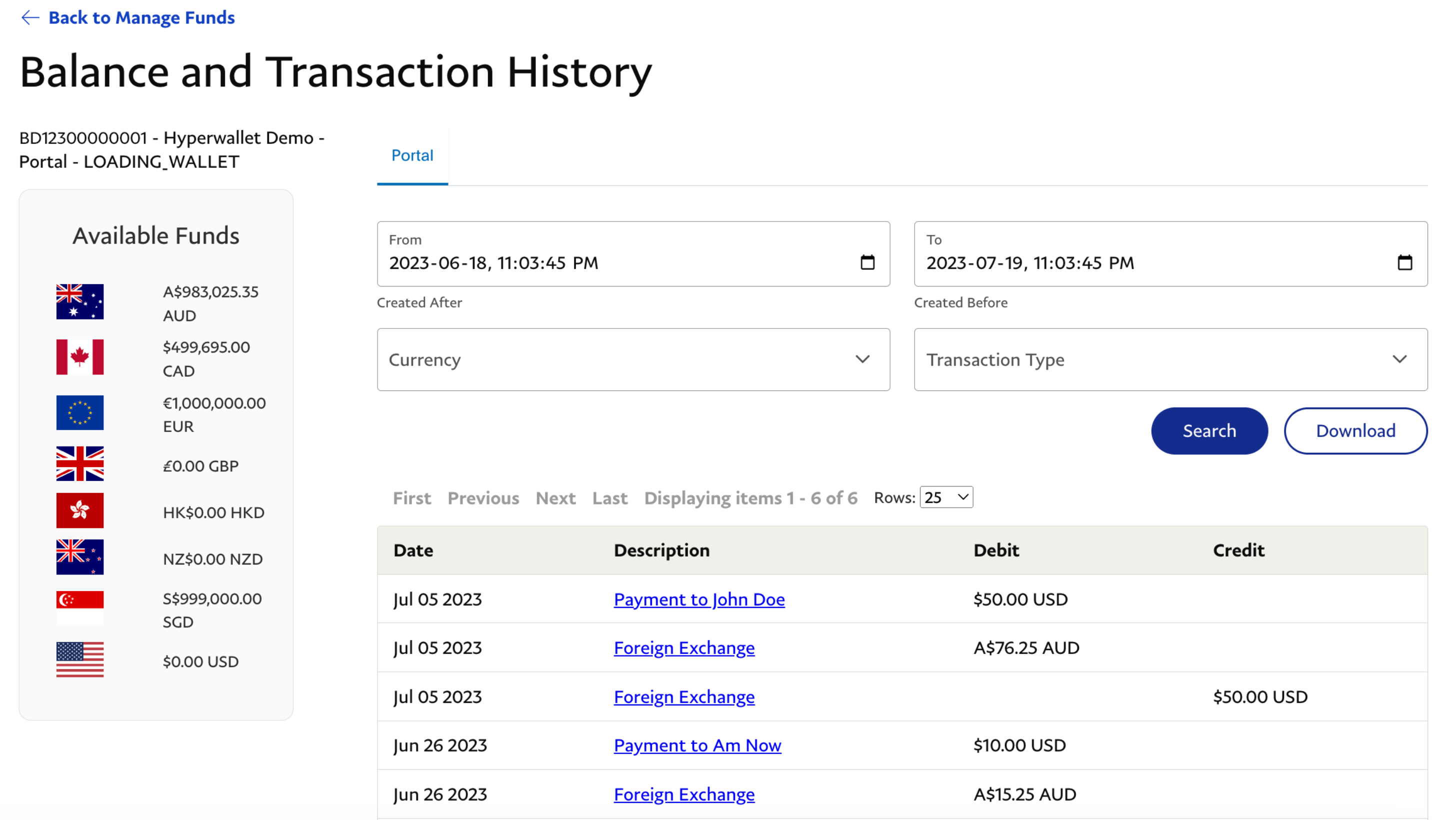
Supported Operations

View Transactions

Select the **View Transactions** button to see all the payments on the satellite wallet you select. For example, selecting a funding account shows all the payments issued and the money deposited.



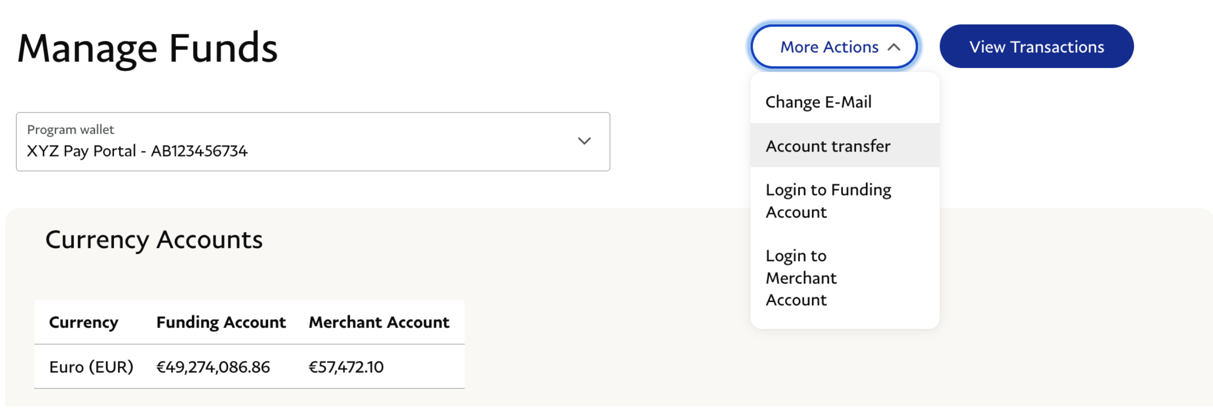




Account Transfer

You can use this function to transfer money from one program to another.

1. Log into the Control Panel.
2. Select **Manage Funds**.
3. Select **Account Transfer** under **More Actions**.
4. Select: a. The account you want to transfer the money from. b. The destination account. c. Currency and amount. d. Optional **Receipt Details** about the transfer, or **Private Notes**. e. Select **Continue**. f. Review the transaction details and select Confirm. You can click back and edit the transaction later.



← Back To Manage Funds

Account Transfer

Transfer information

Source program

Program wallet
Program ID: AB123456734

Transfer From

-- Select Account --
Funding Account

Destination program

Program wallet
Program ID: AB123456734

Transfer To

-- Select Account --
Merchant Account

Currency

Currency
Euro (EUR)

Amount

Amount
100

Receipt Details

Receipt Details
Test Transaction

Private Notes

Private Notes
Test Transaction

Continue

Account Transfer Confirmation

Source Account
Funding Account

Destination Account
Merchant Account

Amount
EUR €100.00

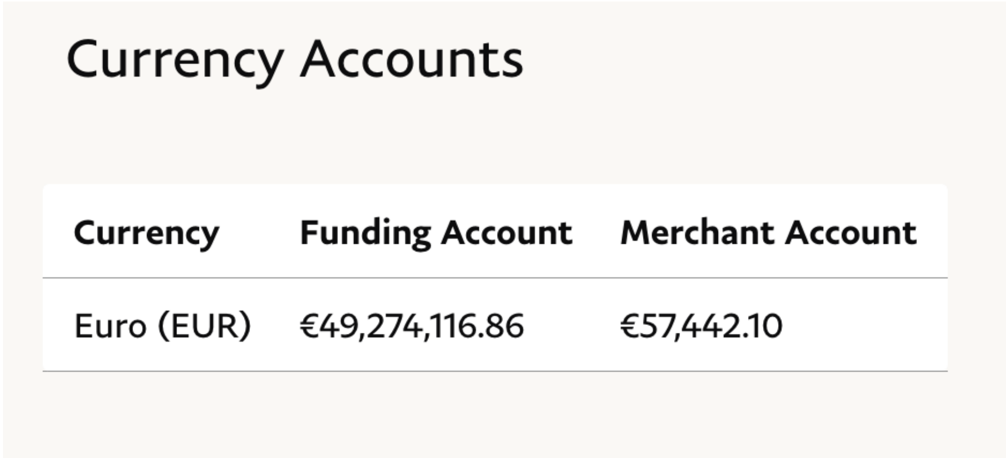
Fee
EUR €0.00

Total
EUR €100.00

Receipt Details
Test Transaction

Private Notes
Test Transaction

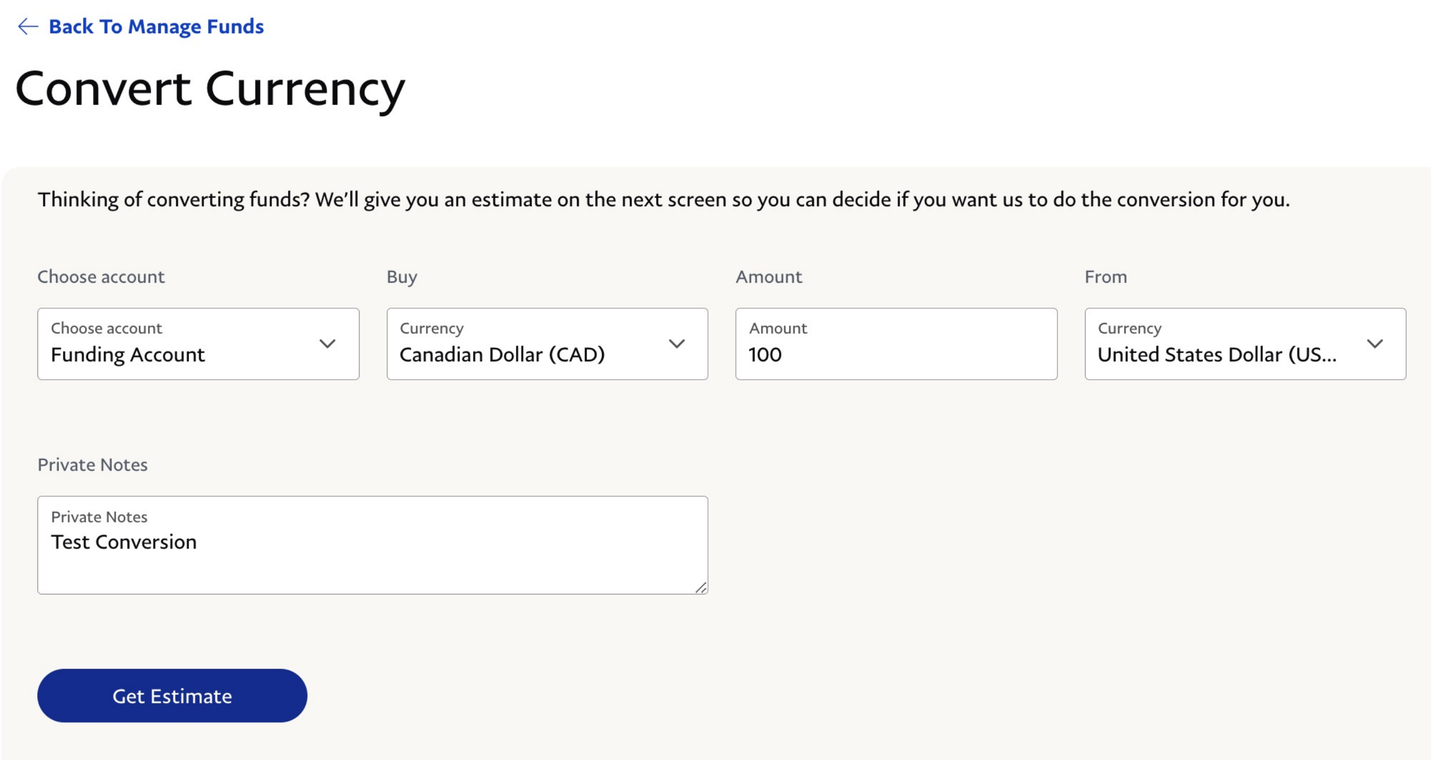
Confirm


Currency Accounts

Currency	Funding Account	Merchant Account
Euro (EUR)	€49,274,116.86	€57,442.10

Currency Conversion

Use this feature to complete a currency conversion between different currencies for a given program and a satellite wallet. You can select this action under **More Actions** only if you have a role with the necessary privileges.



Login To Funding Account

Log into your funding account by selecting **Login to Funding Account** under the **More Actions** menu. You'll see a consumer view of the funding account similar to what the payee sees when they log into their account. You can complete payee actions, such as adding a transfer method or moving money out of the funding account.

Initiating a transfer to their preferred bank account:

1. Go to **Manage Funds** page and select the issuing store that you want to transfer money from.
2. Select **More Actions** and select **Login to Funding Account** or any other type of satellite wallet from which you want to transfer the money.
3. Navigate to **Transfer** in the list of options.
4. You will see a list of bank accounts. You can also add additional bank accounts if required.
5. Indicate the amount to transfer.
6. Select **Continue** and follow the on-screen prompts.

Change Email

Use this feature to update the email tied to your funding account and other satellite wallets. This email receives notifications when:

- the funding account receives money.
- a batch file is being processed.

Update the email by selecting **Change Email** under the **More Actions** menu.

Batch Processing

To make payments using a Batch Upload, you need to upload an XML or XLS file. The file includes information about payees and payment instructions.

> **NOTE:** Merchants integrating with a REST API or SDK don't use batch processing, and can skip this section.

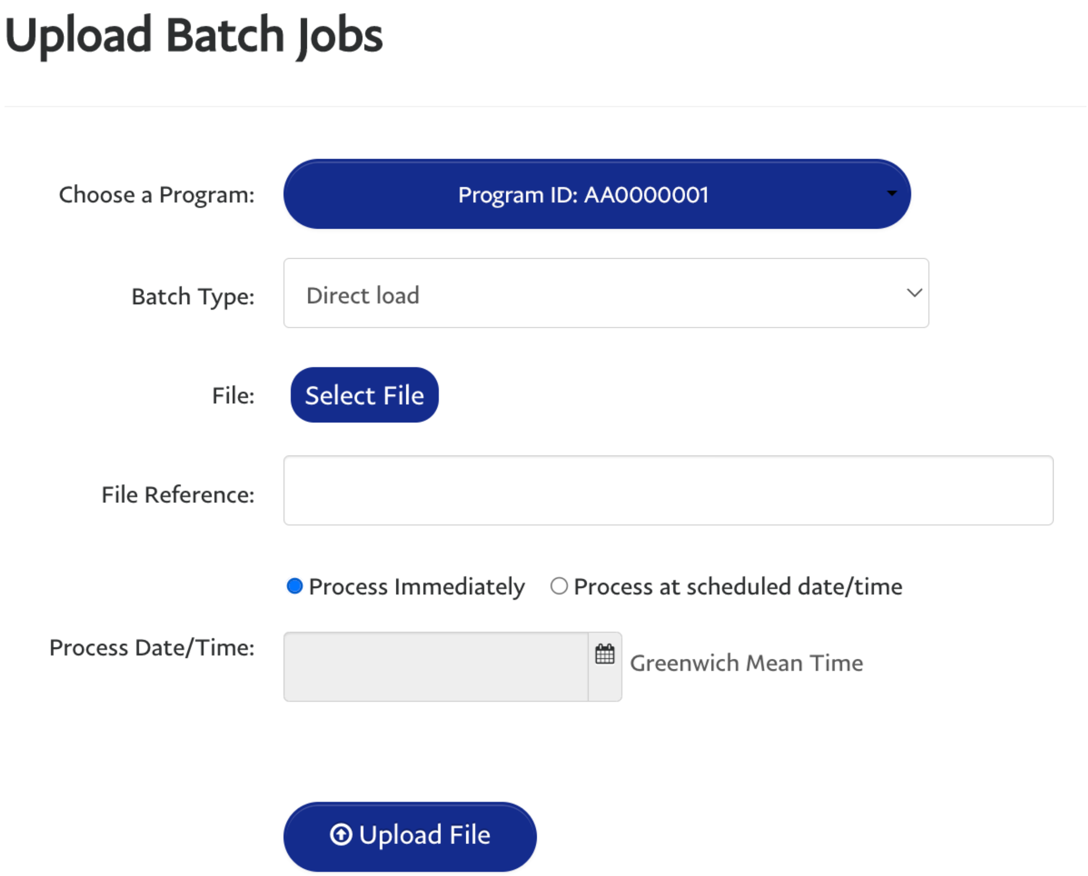
File Specification

See the [XML/XLS Specification] and [XML/XLS] Template to learn more about the accepted file formats.

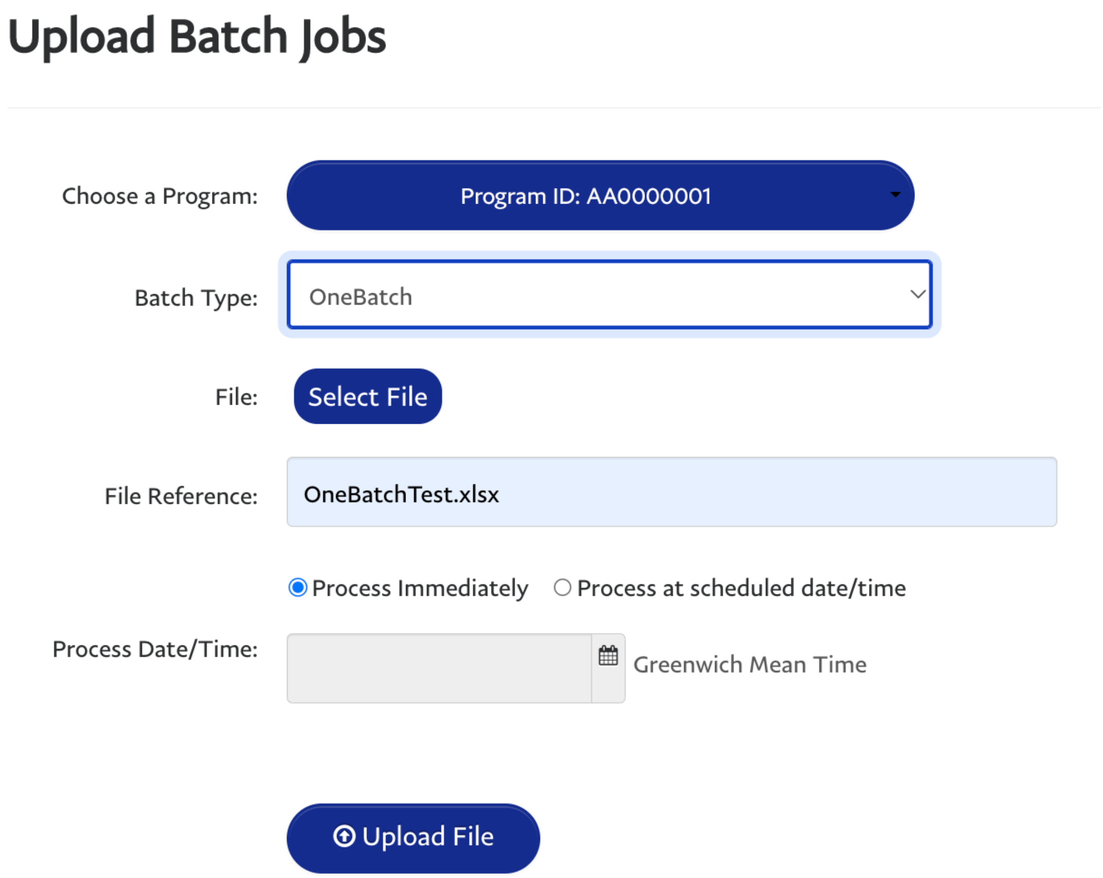
Upload Process

To upload an XML or XLS file, navigate to **Batch Processing** and select the **Upload Batch Jobs** option.

A new page shows up with a form for the file upload.

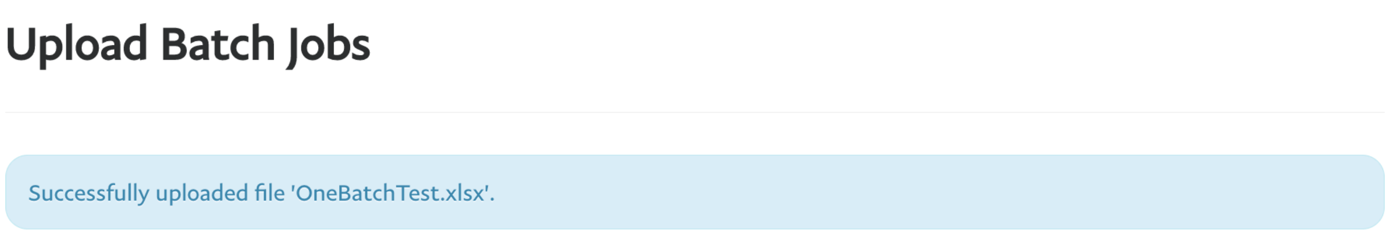


Set the **Batch Type** to 'OneBatch' and select the **Choose File** button. A new file browsing window will show up. Choose the file to upload and select **OK**. The file name shows up in the File Reference field. Name the file appropriately, as this will become the reference name for this payment run. If you are uploading the same file for the second time, you need to change the **File Reference** name, but don't delete or change the file extension.



During this step, you can specify whether the action should be executed immediately or at a scheduled date and time. Next, select the **Upload File** button. After the file upload completes, a message shows up with **View Batch** and **Batch List** buttons.

You will see a notification that the file was uploaded successfully.



Approval And Processing

Depending on your program configuration, different roles will dictate the specific actions that administrators can complete, such as "Upload", "Approve", or "Process". For example, only an administrator with the uploader role can upload files. The buttons that show up are dependent on the role of that administrator.

You can also configure your program for **Auto-processing**, which enables the **Approve** button to process and approve in one action. If you are interested in auto-processing, speak to your Integration Engineer.

After you upload the file, select **Approve**. There are two ways to view batch details:

1. After uploading a file, you will see **View Batch** and **Batch List** buttons. The file needs to be approved and released. You can find the payment run again under **Reports**.

Batch Overview 'OneBatch Test.xlsx'

Batch Step

Batch Step	Date	User ID	Status	
File Upload	05/30/2023 08:47 PM	0000002: jsmith	Completed	
File Approval				Approve
File Schedule	IMMEDIATE			
File Processing				
Download Batch Input File				Download
Download Batch Acknowledgement				Download

2. Select the Batch Processing button and use the search option.

Select **Batch Menu** and then **Batch Jobs Reports**.

Select the **Approve** button. Inside the drop-down menu under the **Approve** button, there are 2 options: one allowing you to review the batch file and one generating the response file.

Batch Job Reports

Choose a Program: Program ID: AB1234567890

Start date: 05/30/2023 12:00 AM
Greenwich Mean Time

Status: All

End date: 05/30/2023 11:59 PM

Batch Type: All

Batch Name :

Search reset

Total Number of Results: 2

Batch Type	Program Name	Domain	Batch Name	Status	Records	Uploaded	Scheduled	Processed	
OneBatch	AB1234567890 - ABCD	pay-hyperwallet	OneBatch Test.xlsx	PENDING	1	05/30/2023 08:47 PM	IMMEDIATE		Approve
OneBatch	AB1234567890 - ABCD	pay-hyperwallet	PayeeRegistrationSampleRequest4.xlsx	CANCELLED	1	05/30/2023 08:46 PM	IMMEDIATE		Action

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After the file has been approved, it needs to be processed. Select the **Process** button from the **Batch Jobs Reports** page.

Total Number of Results: 2

Batch Type	Program Name	Domain	Batch Name	Status	Records	Uploaded	Scheduled	Processed	
OneBatch	AB1234567890 - ABCD	pay-hyperwallet	OneBatch Test.xlsx	PENDING	1	05/30/2023 08:47 PM	IMMEDIATE		Approve
OneBatch	AB1234567890 - ABCD	pay-hyperwallet	PayeeRegistrationSampleRequest4.xlsx	CANCELLED	1	05/30/2023 08:46 PM	IMMEDIATE		Action

(1 of 1) 1 20

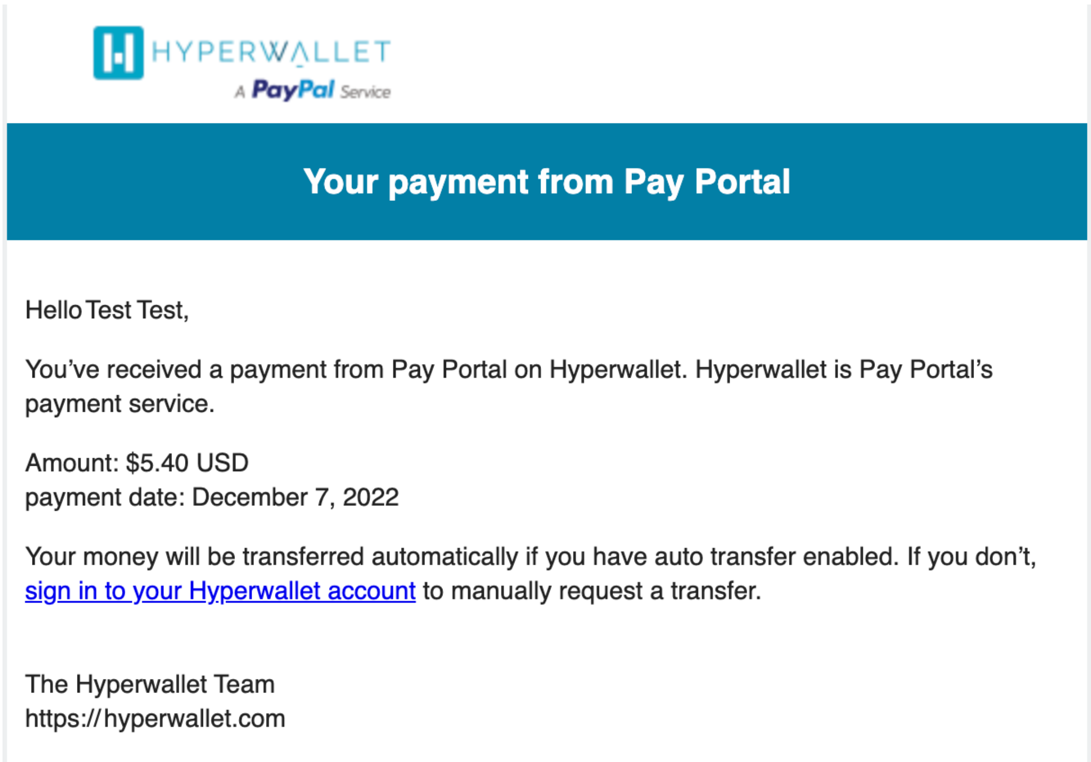
After a file is processed, the **Batch Step** table shows the completion date for the user who approved the file for processing. Download the response file by selecting the **Generate** button that follows the **Batch Step** table.

After all of the records in a batch file have been processed, the money moves to a 'Waiting' status. A payee needs to activate their account and pass clearance before receiving payment. When all the data is correct and the payment clears, the money moves into the 'Processed' status.

Payment Transactions

Currency	Processed	To be Processed	Invalid	Failed	Scheduled	Waiting	Total
USD	$0.00	$121.21	$0.00	$0.00	$0.00	$0.00	$121.21

Payments release after you have settled and the funds have cleared. Each payee receives an email notifying them that they have been paid. The email includes a link to help the payee activate their Payee Portal and enter the required details to receive payment.


HYPERWALLET
A PayPal Service

Your payment from Pay Portal

Hello Test Test,

You've received a payment from Pay Portal on Hyperwallet. Hyperwallet is Pay Portal's payment service.

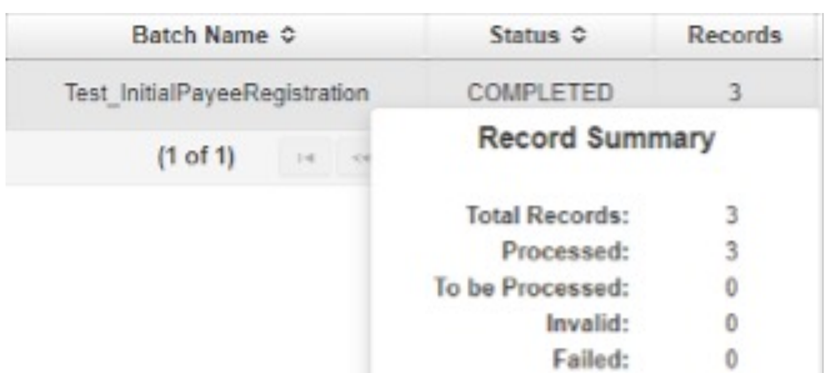
Amount: $5.40 USD
payment date: December 7, 2022

Your money will be transferred automatically if you have auto transfer enabled. If you don't, sign in to your Hyperwallet account to manually request a transfer.

The Hyperwallet Team
https://hyperwallet.com

Review Uploaded File

Review the summary on the **Batch Jobs Reports** page by hovering over the **Batch Name** column.



Batch Name	Status	Records
Test_InitialPayeeRegistration	COMPLETED	3

(1 of 1)

Record Summary

Total Records:	3
Processed:	3
To be Processed:	0
Invalid:	0
Failed:	0

NOTE: If you see that the **Status** is UNPARSABLE, the file may contain incorrect data or is in the incorrect format. Review your file and try the upload again.

Access batch details directly from the **Batch Jobs Reports** page. Select Batch Details, located under the **Action** dropdown button. A new page shows up with a list of payments released by system-to-system communications between the processor and the bank.

Total Number of Results: 2

Identifier	Operation Results	Status	
DEF567_test	FAILURE	COMPLETED	Record Detail
ABC123_test	SUCCESS	COMPLETED	Record Detail

(1 of 1) 1 20

Batch List Batch Overview

Select the identifier to see the expanded details related to the status for **Profile** and **Payment**.

Total Number of Results: 2

Identifier	Operation Results		Status	
DEF567_test	FAILURE		COMPLETED	Record Detail
- Profile	Data requirements have not been met. Country/Region: You must provide a value for this field	✗		
- Payment		✗		
ABC123_test	SUCCESS		COMPLETED	Record Detail
- Payment	Payment completed	✓		

(1 of 1) 1 20

Batch List Batch Overview

To review specific record details, select **Record Detail**. There are 4 tabs of data:

- **Profile**
- **Bank Account**
- **Payment**
- **Prepaid Card**

After the file is processed, each tab will show an icon that tells you the status of the operation.

Icon	Result
	Data processed successfully.
	Operation can't be completed.
	Additional data needed for processing or **Processing Date** is a future date.

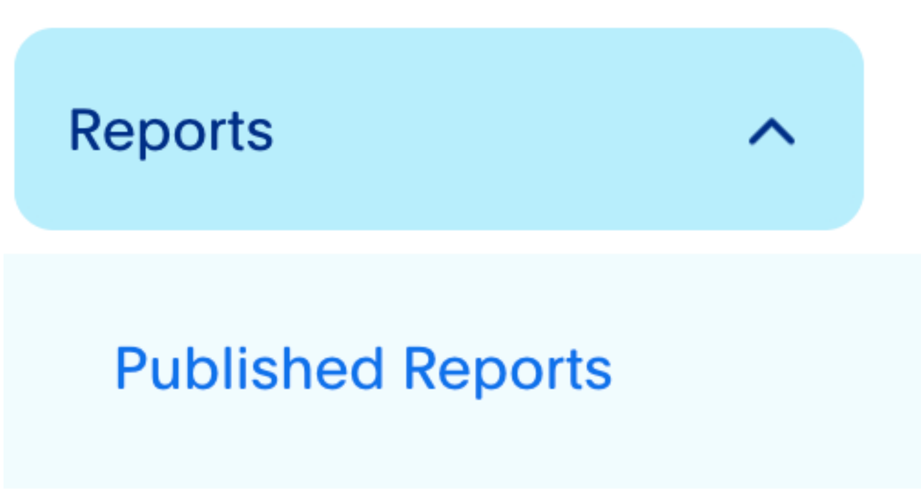
NOTE: Only tabs that were part of the operation will show up for the specific record. For example, when the record only contains a profile and a payment, only the **Profile** and **Payment** tabs will show up for the record.

Reports

By default, Hyperwallet reports run monthly at the beginning of every month.

Overview

Merchant administrators can use the **Reports** menu to review and download reports.:



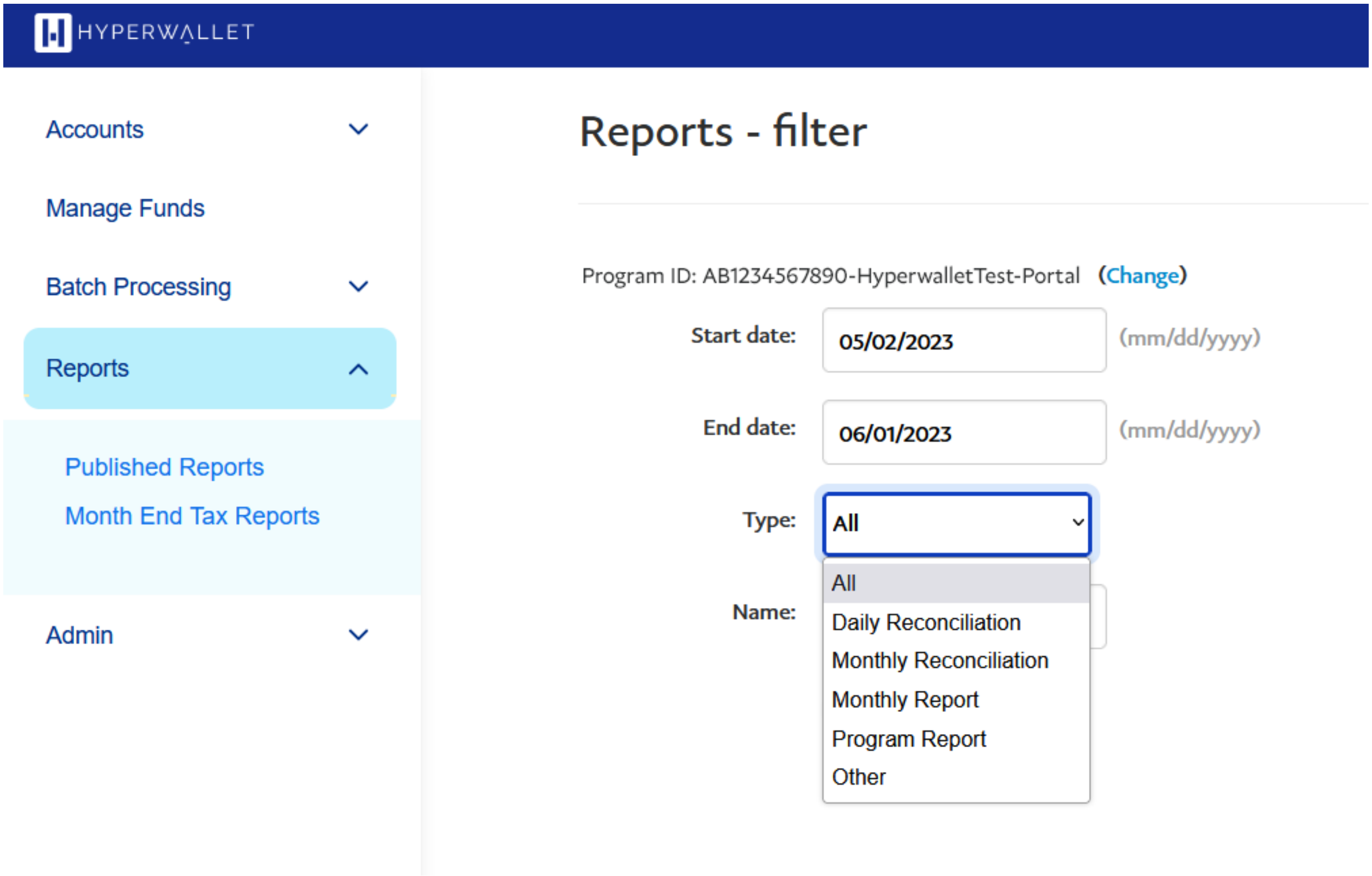
Published Reports

You can download the following reports when your program is live:

Report file	Description	Useful for
Program Payees	General information such as Account Status/Balance and Payee Profile information. See "Reports Sample Readme First" for more information.	• Keeping track of whether or not payees have activated their accounts to access their payments. • Monitoring account activity over the past 6 months, including the last successful cash-out.
Transaction Activity	Report detailing newly created and active accounts, payments, cash-outs (withdrawals), fees, and foreign exchange on a per-payment level. Support Financial reconciliation. See "Reports Sample Readme First" and "Transaction Activity ReportGuide" for more information.	• Reviewing the overall volume of payments and cash-outs. • Monitoring how active payees are in receiving and processing payments. • Listing all fees charged to payee accounts. • Reporting all money credited to the funding account, with a running balance. • Reporting all money debited from the funding account for payments made to individual payees.
Payment Status * * Applicable for Straight Through Payout Model only	Report used for tracking the status of a payment.	• Seeing all the payments created for a given time period. • Gathering information on all outstanding or waiting, completed, and any failed or returned payments.

To see reports:

- Select the **Reports** menu.
- Choose **Published Reports** to see the **Published Reports Page**.
- Select the program, appropriate date range, and other details to narrow your search query.
- Choose a report type and then select **Filter**.



You will see a list of the published reports which match your search query. You can't modify the date range for this report.

May 15, 2023	Daily Reconciliation	SatelliteWallets_Daily_ALL_sample_ALL_Program_20230515	Daily Satellite Wallets transaction activity. Includes All Satellite wallets and Currencies by selected Issuer.	Download
May 15, 2023	Monthly Reconciliation	Transaction_activity_WEEKLY_Example_Merchant_20230515	Weekly Program transaction activity Summary and Details.	Download

Select the **Download** link for the report you want to download. The report is downloaded as an Excel file.

User Management

Pay Portal administrators can manage Control Panel accounts by selecting **User Management** in the **Admin** menu. See Hyperwallet's [User Management Guide] for complete details on user management functions.

User Management Page

The **User Management** page shows a table that lists all of the users in your program. You can:

- Select the **Add New User** button to create a new user account.
- Search the table for users by username, name, status, email, and type.
- Select a username to open their profile.
- Select the **Actions** button for a user to update their profile, password, account status, Know Your Customer (KYC) information, and user groups.

Updating A User Profile

You can update a user profile by:

- Selecting their username in the user list and choosing a tab from their profile.
- Selecting an action from the **Actions** dropdown button for that user.

You can update the following parts of a user profile:

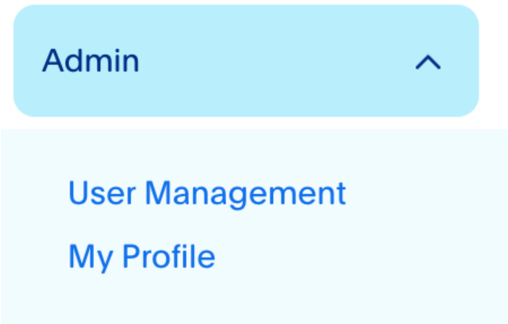
- **Profile:** See a Control Panel administrator's username, email address, and personal information.
- **Password:** Reset a user's Control Panel administrator password.
- **Account Status:** Mark the Control Panel administrator account as `ENABLED`, `DISABLED`, or `DELETE`.
- **Groups:** Change the user groups assigned to a Control Panel administrator.
- **KYC Documents:** Update a Control Panel administrator's ID verification status if required. The company's location determines whether or not ID verification is required. If it isn't required for the Control Panel administrator, the tab won't show up.

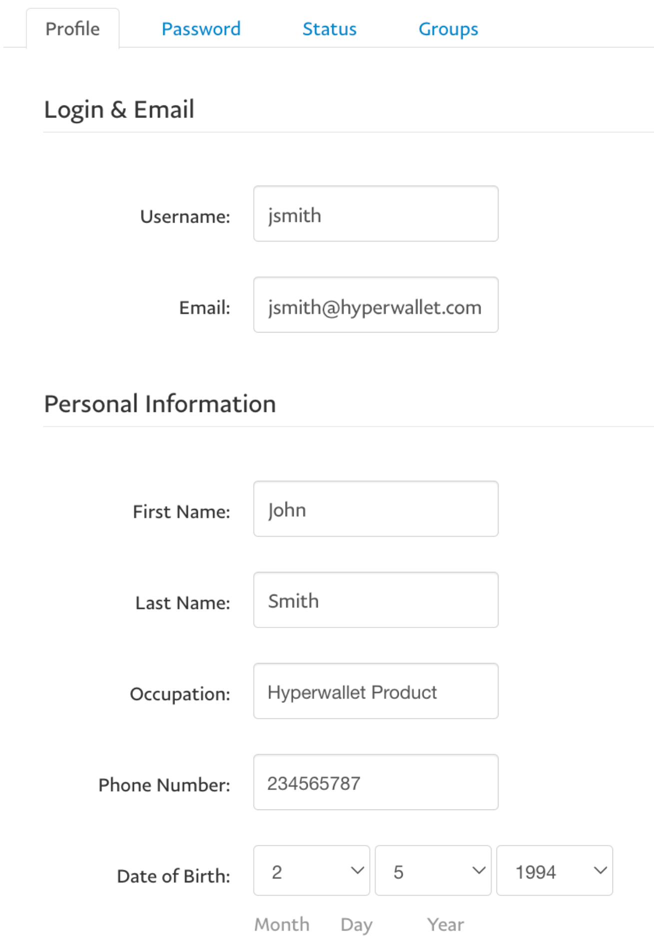
My Profile

You can select **My Profile** in the **Admin** menu to manage your Control Panel account, such as your profile information, password, and email address.

Profile

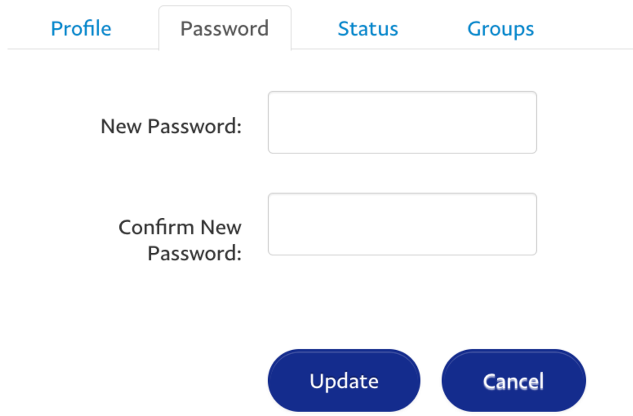
Select the **Profile** tab to see your username, email address, and personal information.





Password

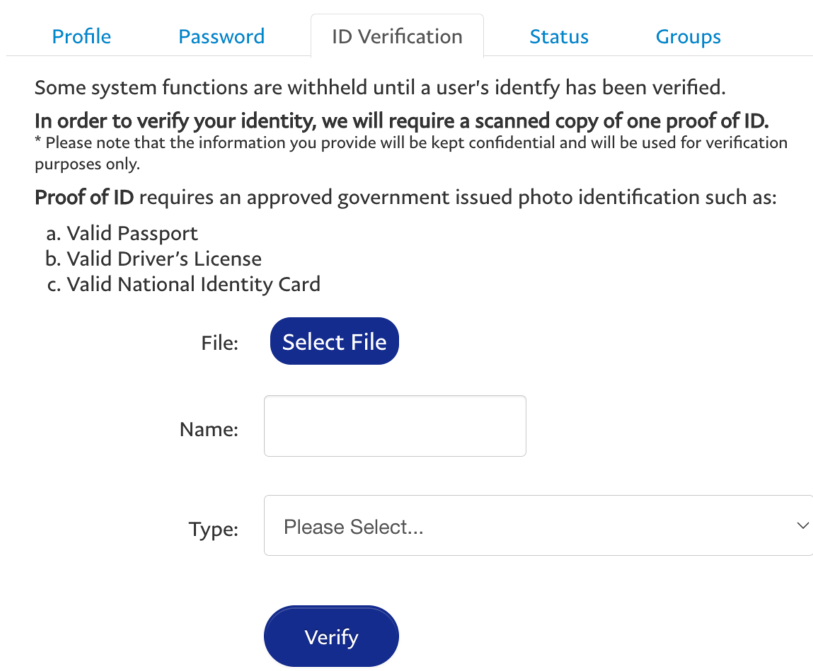
Select Password to change your own Control Panel account password.



Id Verification

You may need to upload your ID in the **ID Verification** tab the first time you log in. This step is critical to receive the appropriate Control Panel access.

NOTE: Your company's location determines whether or not this function is required. If it isn't required for you, the tab won't show up.



Hyperwallet Corporate Support

> **NOTE:** Don't share this contact information with payees. Payees have their own support lines.

Hyperwallet is committed to assisting you after the successful launch of your program and payout capability. There are 3 teams dedicated to assist you during post-implementation: Client Care, Production Support, and Customer Solutions:

Team	Hours	Contact
Client Care for merchants	0800 – 1700 (PST) M – F	Phone: 1-855-587-6534 Opt. 3 Email: hwclientcare@paypal.com
Production Support for merchants	0000 – 1900 (PST) M – F 0800 – 1700 (PST) Sa – Su	North America: 1-855-587-6534 United Kingdom: +44 (0) 800 046 5382 Australia: +61-1800-837-179 Singapore: +65-800-4922286 Hong Kong: +852-800-931451 Malaysia: +60-1800-818941 Japan: +81-800-6000698 France: +33-973038480 Germany: +49-800-7239505 Global: +1 6044249574 Email: hwproductionsupport@paypal.com
Customer Solutions for merchant customer support agents to connect with Hyperwallet customer support agents.	English & Spanish 0600 – 2200 (PST) M – F 0800 – 1700 (PST) Sa – Su French & Chinese (Mandarin) 0800 – 1700 (PST) M – F	Email: hwservicesupervisor@paypal.com

Thank You