

# AUTOMATED DEPOSIT CLAIM TO XPAT DIGITAL WALLET

## Introduction:

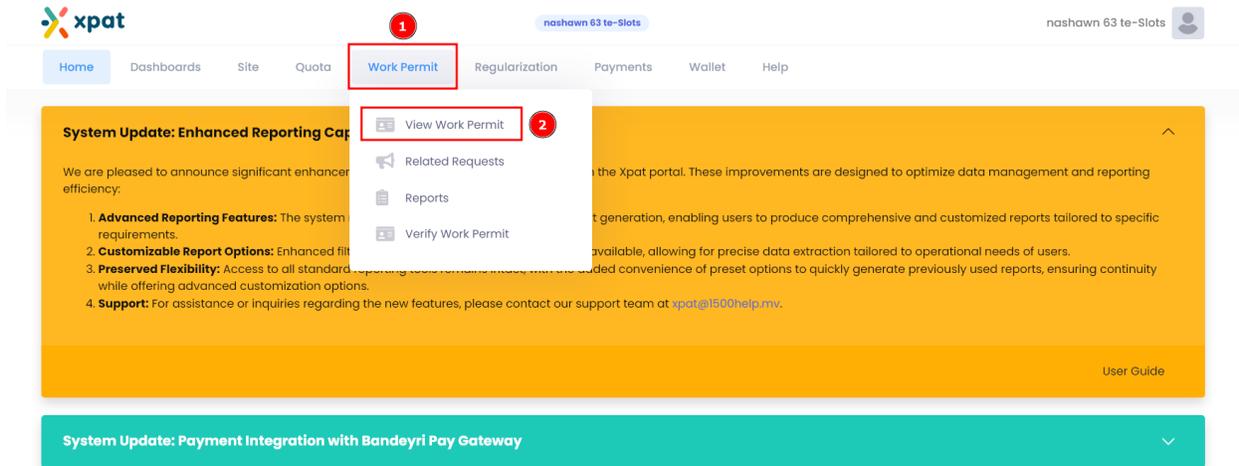
This document introduces the newly automated deposit claim feature within the XPAT Digital Wallet system, specifically designed for employers and system users.

Previously, the deposit refund process required manual verification and approval, typically taking between 1 to 3 days to complete. With the implementation of this automated feature, the process now occurs in real-time, eliminating delays and enhancing operational efficiency.

This guide details the streamlined steps to access and utilize this feature, ensuring a smooth transition for all system users and reinforcing our commitment to the continuous improvement of our service delivery.

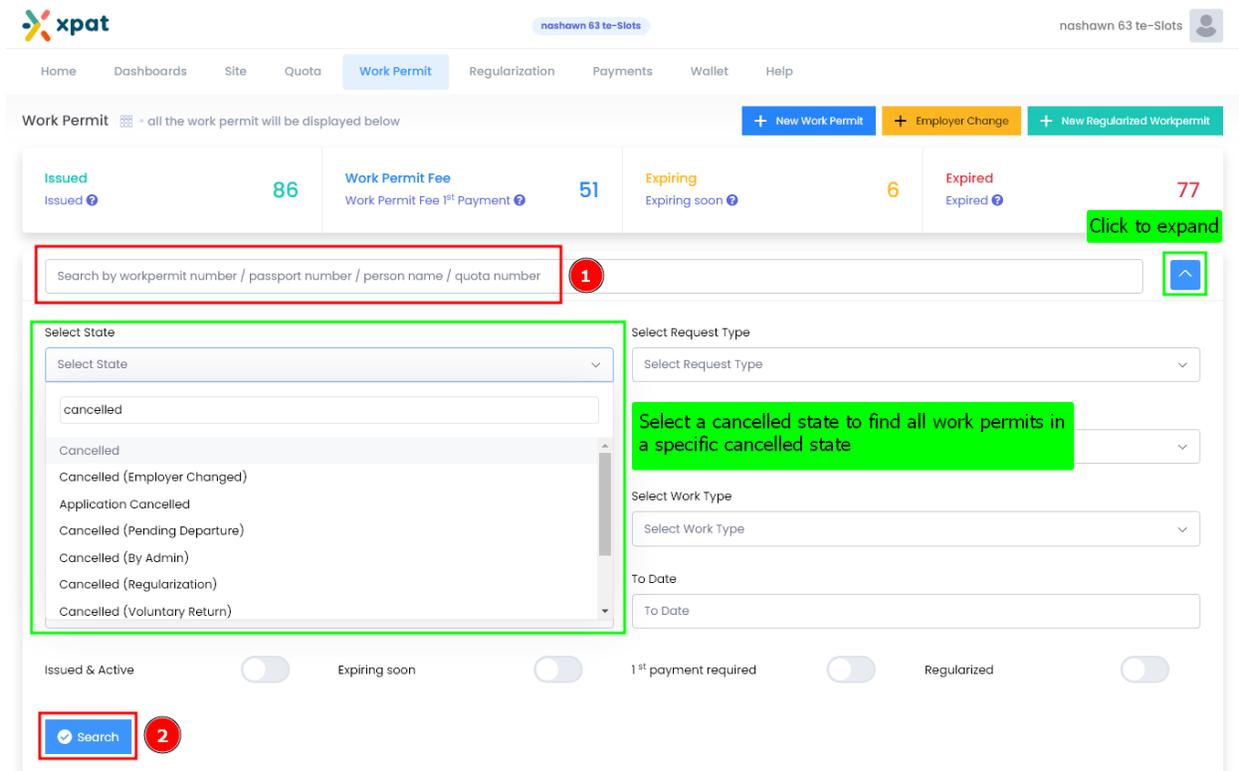
## TO SUBMIT A REQUEST AND OBTAIN A DEPOSIT REFUND IN YOUR XPAT DIGITAL WALLET, PLEASE FOLLOW THESE INSTRUCTIONS:

**Step 1:** Login to <https://xpat.egov.mv/> and go to “Work Permit” and click on “View Work Permit”



The screenshot shows the xpat portal interface. The 'Work Permit' menu item is highlighted in the top navigation bar. A dropdown menu is open, showing the 'View Work Permit' option, which is also highlighted. A red circle with the number '1' is placed over the 'Work Permit' menu item, and another red circle with the number '2' is placed over the 'View Work Permit' option in the dropdown menu. Below the navigation bar, there is a system update banner for 'Enhanced Reporting Capabilities' and another for 'Payment Integration with Bandeyri Pay Gateway'.

**Step 2:** To request a deposit refund to your wallet for a specific work permit, begin by locating the permit. You can find it using the work permit number, passport number, or the person's name. Alternatively, expand the search menu and apply a filter for any cancelled state. After setting the necessary criteria, click "Search". The work permits matching your criteria will be displayed below the search menu.



The screenshot shows the search interface for work permits. The search bar is highlighted with a red box and a red circle with the number '1'. Below the search bar, there are several filters: 'Select State' (with a dropdown menu showing 'cancelled' selected), 'Select Request Type', 'Select Work Type', 'To Date', and 'From Date'. A green box highlights the 'Select State' dropdown with the text 'Select a cancelled state to find all work permits in a specific cancelled state'. At the bottom, there are toggle switches for 'Issued & Active', 'Expiring soon', '1st payment required', and 'Regularized'. A red box with a red circle and the number '2' highlights the 'Search' button.

**Step 3:** Once you have located the required work permit, click "Details" to view its full information.

Work Permit - all the work permit will be displayed below

[+ New Work Permit](#)
[+ Employer Change](#)
[+ New Regularized Workpermit](#)

Issued Issued ⓘ	48	Work Permit Fee Work Permit Fee 1 <sup>st</sup> Payment ⓘ	30	Expiring Expiring soon ⓘ	3	Expired Expired ⓘ	41
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WP00944788

Showing 1 to 1 of 1 items (1 / 1 pages)

**Grace Hedwig Russell Williamson** WP00944788 WRI/2024/6 (my Org - C12345678)

Commercial Labourer, odd-job

**CANCELLED**

**Passports**  
573UAISUI789

Applied On	Updated On	Issued	Expiry On
13-JAN-2024	13-JAN-2024	27-JUN-2023	13-JAN-2025

[DETAILS](#) ⓘ

Showing 1 to 1 of 1 items (1 / 1 pages)

**Step 4:** Within the work permit details, click on "Deposit Refund" followed by "New Request" to initiate a deposit refund request. This action will process the refund of the individual's work permit deposit directly into the employer's Xpat digital wallet.

xpat my Org

Home Dashboards Site Quota **Work Permit** Regularization Payments Wallet Help

Work Permit -

Summary Cancellation Work Permit Fee Card Medical **Deposit Refund** Missing Payments Slot Change Visa Visa Fee

**Grace Hedwig Russell Williamson** WP00944788 WRI/2024/6

QP00000102 (QS00001521) QS00001521 Commercial Labourer, odd-job Faroese 7123456

Quota Work Type: Site Link To Quota Pool Test 02 (multi site - Arusham)

Quota remaining days: 198 Is Regularization: No Client Occupation: qweqwe

Passports: 573UAISUI789

Status <b>Cancelled</b>	Issued On 27-Jun-2023	Expiry On 13-Jan-2025
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Deposit Refund Requests displayed are deposit refund requests linked to this work permit

[+ New Request](#) ⓘ

Search:

Request number	Submitted Date	Bank	A/C number	Requested Amount	Remarks	Type	Status
No data available in table							

**Step 5:** Review the information and amount displayed in the request to ensure accuracy. Once confirmed, click "SUBMIT" to proceed.

Work Permit

Summary Cancellation Work Permit Fee Card Medical **Deposit Refund** Missing Payments Slot Change Visa Visa Fee


**Grace Hedwig Russell Williamson** WP00944788 WRI/2024/6  
 QP00000102 (QS00001521) QS00001521 Commercial Labourer, odd-job Faroese 7123456  
 Quota Work Type: Site Link To Quota Pool Test 02 (multi site - Arusham)  
 Quota remaining days: 198 Is Regularization: No Client Occupation: qwewqe  
 Passports: 573UAISUI789

Status: **Cancelled** Issued On: **27-Jun-2023** Expiry On: **13-Jan-2025**

1 Request

**PLEASE READ THE INFORMATION CAREFULLY AND CONFIRM THE DETAILS AND AMOUNT**

Your eligible work permit deposit refund amount for Work Permit **WP00944788** (issued to **Grace Hedwig Russell Williamson**, Passport Number **573UAISUI789**, Faroe Islands) is **MVR 1,000.00**  
 Your deposit will be credited to your wallet automatically upon submission.  
 Once the funds are available in your wallet, you may withdraw them via the "My Wallet" feature within the Xpat System.

Click "Submit" to acknowledge that you have reviewed and understood the above information.

CANCEL X **SUBMIT**

**Step 6:** After submission, the status of the request will update to "processing." It will then be automatically approved.

Deposit Refund Requests displayed are deposit refund requests linked to this work permit + New Request

Search:

Request number	Submitted Date	Bank	A/C number	Requested Amount	Remarks	Type	Status
DCRW/2024/16	28-Jun-2024 12:01			1,000.00		Deposit Claim to Wallet Request	Processing

**Important note:** The transition to the "processing" state may occur too quickly to observe, as the system handles it rapidly. You might directly see the status as "paid."

Once submitted, the application will be automatically approved and the status updated to "Paid." This indicates that the deposit has been successfully refunded to your Xpat digital wallet.

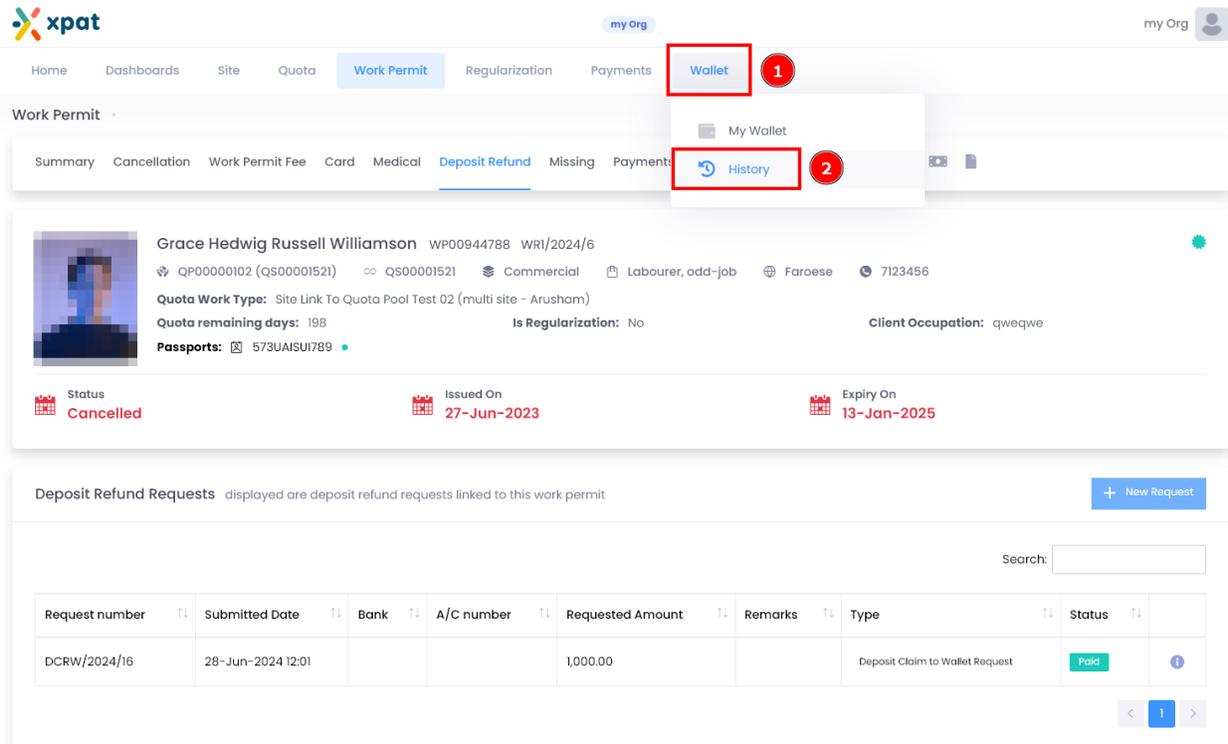
Deposit Refund Requests displayed are deposit refund requests linked to this work permit + New Request

Search:

Request number	Submitted Date	Bank	A/C number	Requested Amount	Remarks	Type	Status
DCRW/2024/16	28-Jun-2024 12:01			1,000.00		Deposit Claim to Wallet Request	Paid

You may choose to follow these optional steps if you wish to further verify the deposit claim to the wallet:

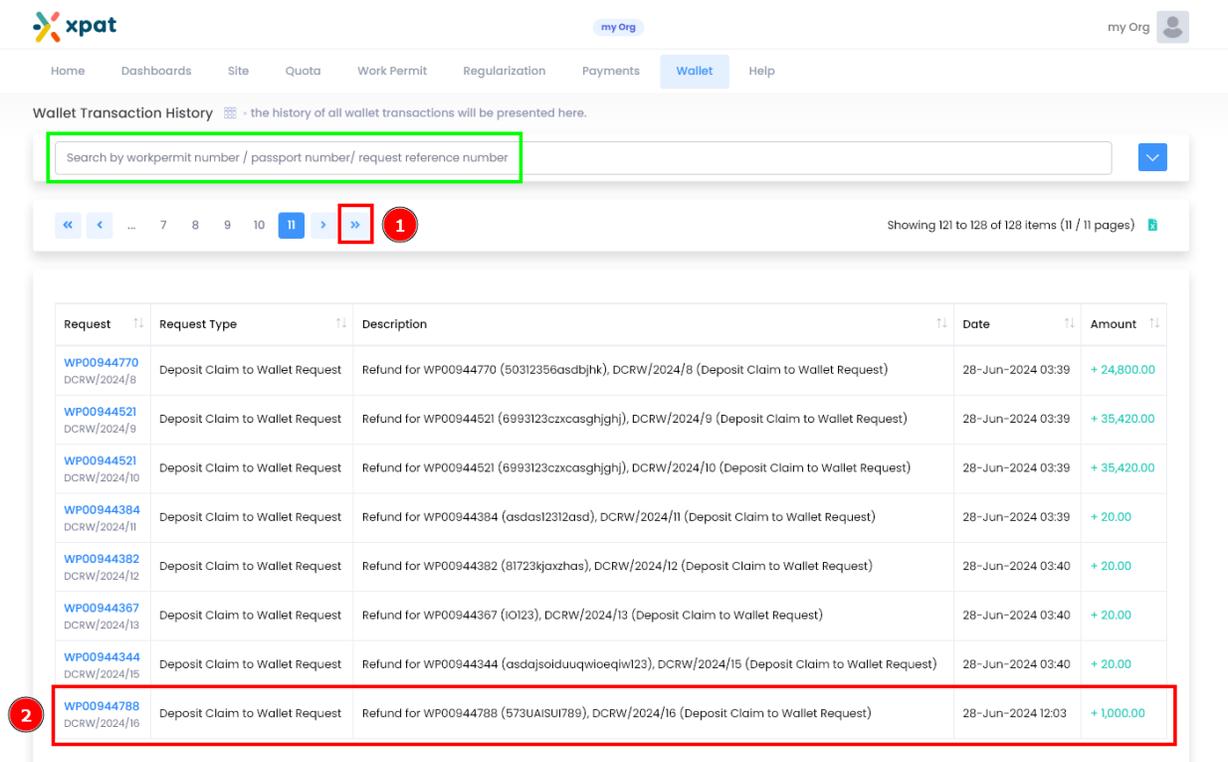
**Step 7:** Go to "Wallet" and select "History" to view the wallets transaction details.



The screenshot shows the xpat portal navigation menu with 'Wallet' highlighted (1). A dropdown menu is open, showing 'My Wallet' and 'History' (2). Below the menu, the user profile for Grace Hedwig Russell Williamson is displayed, including work permit details, status (Cancelled), and a table of Deposit Refund Requests.

Request number	Submitted Date	Bank	A/C number	Requested Amount	Remarks	Type	Status
DCRW/2024/16	28-Jun-2024 12:01			1,000.00		Deposit Claim to Wallet Request	Paid

**Step 8:** In the wallet transaction history, you can search for the transaction using the work permit number, passport number, or the specific deposit claim to wallet request. Alternatively, click on the ">>" icon to jump to the last page and view the most recent transactions.

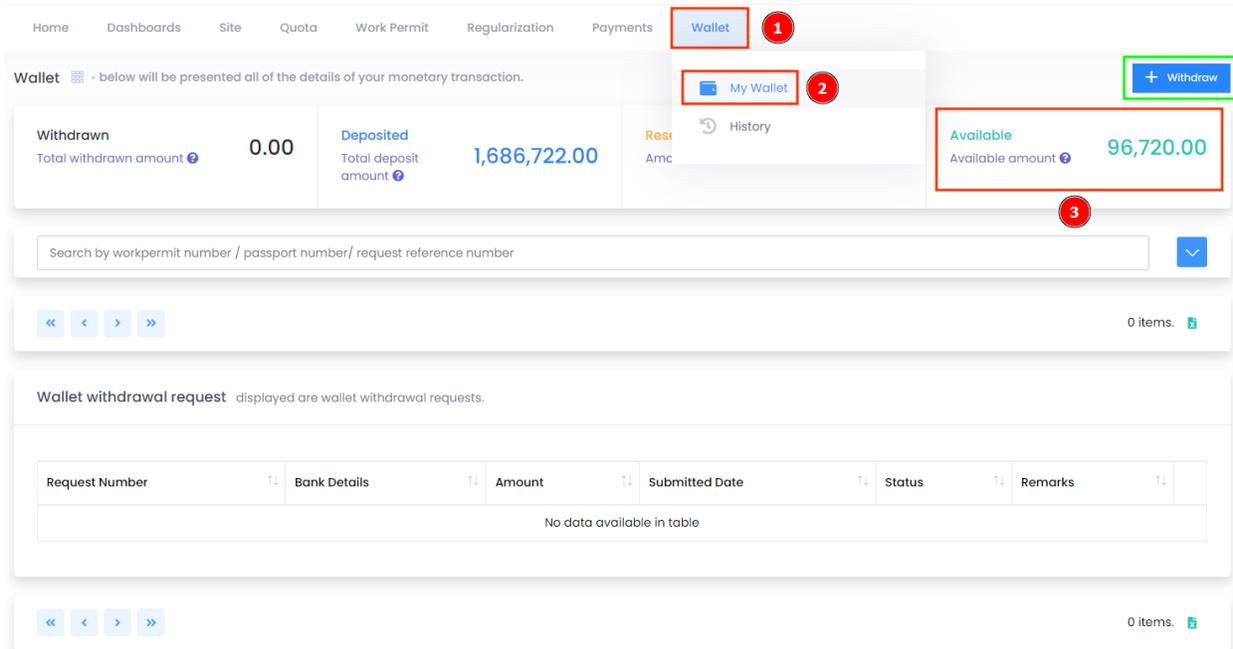


The screenshot shows the 'Wallet Transaction History' page. A search bar is highlighted with a green box. The page displays a table of transactions with columns for Request, Request Type, Description, Date, and Amount. The last transaction is highlighted with a red box and a red circle (1).

Request	Request Type	Description	Date	Amount
WP00944770 DCRW/2024/8	Deposit Claim to Wallet Request	Refund for WP00944770 (50312356asdbjkh), DCRW/2024/8 (Deposit Claim to Wallet Request)	28-Jun-2024 03:39	+24,800.00
WP00944521 DCRW/2024/9	Deposit Claim to Wallet Request	Refund for WP00944521 (6993123cxcasghjgh), DCRW/2024/9 (Deposit Claim to Wallet Request)	28-Jun-2024 03:39	+35,420.00
WP00944521 DCRW/2024/10	Deposit Claim to Wallet Request	Refund for WP00944521 (6993123cxcasghjgh), DCRW/2024/10 (Deposit Claim to Wallet Request)	28-Jun-2024 03:39	+35,420.00
WP00944384 DCRW/2024/11	Deposit Claim to Wallet Request	Refund for WP00944384 (asdas12312asd), DCRW/2024/11 (Deposit Claim to Wallet Request)	28-Jun-2024 03:39	+20.00
WP00944382 DCRW/2024/12	Deposit Claim to Wallet Request	Refund for WP00944382 (81723kjaxzhas), DCRW/2024/12 (Deposit Claim to Wallet Request)	28-Jun-2024 03:40	+20.00
WP00944367 DCRW/2024/13	Deposit Claim to Wallet Request	Refund for WP00944367 (10I23), DCRW/2024/13 (Deposit Claim to Wallet Request)	28-Jun-2024 03:40	+20.00
WP00944344 DCRW/2024/15	Deposit Claim to Wallet Request	Refund for WP00944344 (asdasjoiduqwioeqiw123), DCRW/2024/15 (Deposit Claim to Wallet Request)	28-Jun-2024 03:40	+20.00
WP00944788 DCRW/2024/16	Deposit Claim to Wallet Request	Refund for WP00944788 (573UAIISUI789), DCRW/2024/16 (Deposit Claim to Wallet Request)	28-Jun-2024 12:03	+1,000.00

**Step 9:** If you go to "Wallet" and choose "My Wallet," the refunded amount will be displayed under the "available" balance. This amount can be utilized in the following ways:

1. To pay the deposit for new work permits using the "wallet" payment option.
2. To refund the amount to the employer's bank account through a "Withdraw" request.



The screenshot shows the 'Wallet' section of the xpat portal. The navigation menu includes Home, Dashboards, Site, Quota, Work Permit, Regularization, Payments, and Wallet (highlighted with a red box and a red circle '1'). Below the navigation, there are tabs for 'My Wallet' (highlighted with a red box and a red circle '2') and '+ Withdraw' (highlighted with a green box). The main content area displays transaction statistics: 'Withdrawn' (Total withdrawn amount: 0.00), 'Deposited' (Total deposit amount: 1,686,722.00), and 'Available' (Available amount: 96,720.00, highlighted with a red box and a red circle '3'). Below these statistics is a search bar with the placeholder text 'Search by workpermit number / passport number / request reference number'. A pagination bar shows '0 items'. Below the search bar, there is a section titled 'Wallet withdrawal request' with the text 'displayed are wallet withdrawal requests.' and a table with the following columns: Request Number, Bank Details, Amount, Submitted Date, Status, and Remarks. The table currently contains no data, with the text 'No data available in table' displayed below it. A second pagination bar at the bottom shows '0 items'.

**Additional Information:**

- If the request does not get automatically processed (within less than 1 minute) please wait for approximately 3 minutes and if it still is in "processing" state, you may raise a ticket to [xpat@1500help.mv](mailto:xpat@1500help.mv)
- Please note that even though a ticket is not raised, our teams monitor these requests on all working days and ensure any case faced with an issue in the automatic approval is attended within 24 hours (working days)