



PayPulse Wallet FAQ's

What is PayPulse Wallet?

PayPulse is a mobile wallet that you can use to pay for goods and services, send and withdraw money, buy airtime, electricity, and so much more from your mobile phone.

Who can use PayPulse Wallet?

Anyone in Namibia, with or without a bank account, can register for PayPulse.

What PayPulse Wallet Can Do For You?

With PayPulse, you can use your phone to pay anyone in Namibia, for anything, at any time. Download our step-by-step easy aid guide [here](#).

How can I register for PayPulse Wallet?

VIA App:

- Step 1:** Visit the App Store or Google Play Store
- Step 2:** Install PayPulse
- Step 3:** Open PayPulse
- Step 4:** Select Register
- Step 5:** Enter your details (mobile no name, surname and email address)
- Step 6:** Enter the OTP you receive via SMS to confirm your details.
- Step 7:** Press Create Account
- Step 8:** Receive SMS – You are registered to PayPulse

VIA USSD:

- Step 1:** Dial *140*6626#
- Step 2:** Enter your Name and Surname
- Step 3:** Validate
- Step 4:** Create a 4-digit PIN to secure your PayPulse account.
- Step 5:** Re-enter your 4-digit PIN to confirm it.
- Step 6:** You will receive an SMS confirming that your PayPulse registration is complete.

What services can I access with PayPulse Wallet?

- 1. Send Money:** Pay anyone in Namibia, even if they don't have a PayPulse account.
- 2. Send Blue Vouchers:** Issue Blue Vouchers redeemable at Standard Bank Namibia ATMs within 72 hours
- 3. Pay Bills:** Settle utility bills, subscriptions, rates and taxes. Top up your Municipal Bus Card.

- 4. Buy Airtime and Electricity:** Top up MTC, TN Mobile airtime, or electricity using a meter number.
- 5. Deposit or Withdraw Money:** Use your PayPulse wallet at Standard Bank Namibia branches or WiCode merchants like Shoprite, Checkers and Woermann & Brock.
- 6. Pay for Parking:** Skip queues, scan parking tickets and pay on the go using the PayPulse App
- 7. Merchant Payments:** Easily pay for goods and services using your phone.
- 8. Link Up to 3 Cards:** Securely link debit or credit cards from any Namibian bank.
- 9. Quick Withdrawals:** Cash out funds via Standard Bank Namibia ATMs, branches, or participating WiCode merchants.
- 10. Group Save:** Save towards a common goal with other PayPulse users.

What to do when I don't remember my PayPulse Wallet PIN?

You can contact our Call centre number:92860 or visit your nearest Standard Bank branch to reset your PIN.

Is PayPulse Wallet secure?

Yes, PayPulse uses OTPs, encrypted transactions.

How to add money to your PayPulse Wallet?

1. Link up to 3 debit/credit cards via the app
2. Transfer from Internet Banking, Cellphone Banking, or Standard Bank Namibia App
4. Deposit at Standard Bank branches
5. Deposit via WiCode merchants (e.g.Woermann Brock)

How to Top Up Your City of Windhoek Bus Ticket Using the App?

Step 1: Open the PayPulse app

Step 2: Enter your PayPulse wallet PIN or use Biometrics (supported by phone)

Step 3: Click Payments

Step 4: Click on Top-up

Step 5: Click on Municipal Bus

Step 6: Enter/Select Card Number and Click Continue

Step 7: Click on Select

Step 8: Select Top up Amount

Step 9: Choose an account to pay with and click pay

Step 10: Review details and click pay

Step 11: Enter OTP you receive and click confirm

Step 12: Receive SMS confirming

Top-up Successful

How to Top Up Your City of Windhoek Bus Ticket Using USSD?

Step 1: Dial *140*6626#

Step 2: Enter your PayPulse wallet PIN

Step 3: Reply with #4 Pay

Step 4: Reply with #4 Municipal Bus

Step 5: Enter the card number:

Step 6: Select Top up Amount

Step 7: Enter Option 1 Validate or Option 2 to cancel

Step 8: Receive SMS confirming Top- up Successful

Can I top up someone else's City of Windhoek Bus Card?

Yes, if they share their bus card number with you.

How long to wait for the funds to reflect on my City of Windhoek Bus Card once top up on PayPulse?

Approximately 1 hour. We recommend topping up at least an hour before you take the bus.

How to Deposit Money onto my PayPulse Wallet at Woermann Brock via App?

Step 1: Open The Paypulse App

Step 2: Enter Your Paypulse Wallet Pin Or Use Biometrics (Supported By Phone)

Step 3: Select Payments

Step 4: Select Other

Step 5: Select Service

Step 6: Select Cash In

Step 7: Hand Cashier The Amount You Wish To Deposit

Step 8: Present Wicode To Cashier

Step 9: Receive Sms Confirming Deposit

How to Deposit Money onto my PayPulse Wallet at vWoermann Brock via USSD?

Step 1: Dial *140*6626#

Step 2: Enter Your 4-Digit Pin

Step 3: Reply #5 Get A Wicode

Step 4: Reply #1 Cashin

Step 5: Select Cashin

Step 6: Hand Cashier The Amount You Wish To Deposit

Step 7: Present WiCode to cashier

Step 8: Receive SMS confirming deposit

