

- **FAQS**

- ***One card, one claiming portal for your convenience.* To make claiming spivs easier for Telkom consultants, we have combined all manufacturers onto one, easy to use platform. Now you only register once, receive one card, and all your spiv earnings are claimable and manageable through one streamlined online portal.**

Happy selling and claiming!!

- **General**

- **How does “Automated Claim Generation” Work?**

- E-centive aims to automate your claiming experience, meaning lessening or minimizing the manual claiming and uploading of proof of sale documents to a variety of different brand portals. There are key points to understand:
- When you make a sale, E-centive receives information about the sale from your Head Office. In the case that E-centive does not receive the sale, we need to check why it has not been received. This may take some time. Rest assured that if you have raised it with us via a support ticket, we are looking into it.
- Sales files should be received a day in arrears (meaning today's sales will be received by Ecentive tomorrow) and automatic claims created by the system on your behalf (24 hours after the sale).
- Automation **does not** relieve a user of any responsibility, it is critical that you manage and monitor your profile daily to make sure that your claims are up to date.
- If your claim is not appearing in your profile, don't panic! Please submit a support ticket in our support module with the details of the sale (you may be asked to produce an invoice or IMEI number). We will work on getting your claim generated as soon as we can.

- **How do I check the balance of my card or the view card transactions?**

- Your Card can be managed through the use of “PayCentral” app available for download on The Google Play Store and App Store

- Download PayCentral app and link it to your card by entering your card details when registering. In the Overview screen, you can see the card balance as well as view the transactions made with the card.
- View balances and statements at <https://www.whatsonmycard.com/>

- **How do I reset my card PIN?**

- If you have forgotten your card PIN you can either:
- Log into PayCentral app and request a Change PIN from the application
- OR
- Request an eCentive Administrator to do a PIN reset by submitting a request via the Support function in the eCentive online portal. Log into eCentive; click on Support; Request a PIN reset.

- **I forgot my security questions**

- Contact an eCentive Administrator to confirm your security questions, you can submit a support ticket or call our contact centre.

- **How long do pay-outs/cash outs take?**

- Once a cash out request has been made in the E-Wallet, the money is immediately transferred to the card.

- **How long will it take for me to receive my card?**

- Depending on where in South Africa your store is located, card delivery takes between 7-10 working days. Card delivery is done via Mr Courier delivery on a weekly basis. ALL incentives earned whilst delivery is in the process in addition to what has already accumulated remain in your E-Wallet account and can only be transferred (what we call cashed-out) by you when you want to, once you have received your card.

- **What type of card am I going to receive and what are the benefits of using this card?**

- The eCentive card is a MasterCard™ Cash Card – which operates as a savings/cheque account bank card with the same charges any bank card attracts.

• **Cash Card**

- Accepted at any terminal country wide
- Reloadable by owner and/or other depositors

- The owner of the card can deposit funds into the card just like a normal bank card
- PIN PROTECTED (SECURE)
- Expiry 3-5 years
- Instant Loads
- Cash Withdrawal Capability
- Prepaid debit cards allow you to make purchases as well as withdraw cash at ATMs, banks or certain retail stores, as well as use web features such as bill pay.
- **How can I minimize charges on the card?**

- Refrain from drawing cash from ANY ATM as the costs are relatively high
- Should you want to draw cash, make sure to do so at POS terminal e.g. Shoprite. This is much cheaper than drawing cash at an ATM.
- Check balances and statements online at <https://www.whatsonmycard.com> as opposed to retrieving balances via SMS or ATMs. Be aware that, checking balances online requires data.
- Make sure that you remember your PIN code. Every time you request to reset your PIN will cost you fees that can be avoided.
- Make sure to keep your card safe – lost cards are charged at R150 per replacement card issued. Cards replaced due to theft, accompanied by a copy of the SAPS police report, will be replaced free of charge.
- It is advisable that you build up your funds in the Ecentive eWallet before cashing out to your card as each cash out from the eWallet costs R7.
- You can view all transactional charges under your eWallet tab at <https://telkom.ecentive.co.za/ewallet/>

- **How long do I have to query a sale that is not appearing in my profile as a claim?**

- You have 14 days to query a sale made that is not appearing as a claim in your profile. Please note we have a strict policy regarding this so make sure you notify us well ahead of this time expiring

- **Are there any specific rules around earning OEM incentives?**

- OEMs have the option to incentive floor sales staff, store managers or branches. Depending on the brand, some only incentives one or two of the three roles.
- Users can only be changed from sales staff role to store manager role once written confirmation from the store owner or your Head Office is received confirming the request is valid and authorized by them.
- As per the OEM set business rules, franchisees/owners are not permitted to earn store manager incentives.

- **What are the different statuses my OEM claims can go into?**

- **Awaiting Sales Report** – based on the transaction date, Ecentive doesn't have the sales for the IMEI you have sold. The claim will be verified and if all info was captured correctly, the claim will either go into
- **Verified N/S** - the N/S stands for No Sale and then sent to the OEM to authorize or the claim will go into
- **In Review** – and also sent to the OEM to authorize. Please be patient, as soon as the brand authorizes the claims, they will be approved.
- **New** – the slip needs to be verified
- **Verified Images/Verified IMEI** – the claim has been verified and is awaiting the latest sales files from HQ to confirm the sale.
- **Approved** – paid, your eWallet has been increased with the value of the claim.
- **Declined/Declined verification failed** – the detail captured in the system does not match the slip uploaded as proof of sale. A full reason of what did not match will be sent to you in the email and is visible at the bottom of the claim under Status Updates

- **What are the Call Centre operating times?**

- The call centre is open Mon-Fri 08:00-16:00, Closed Sat, Sun & Public Holidays

- **How do I reset my eCentive log in password?**

- If you have forgotten your eCentive password
 - Go to <https://telkom.ecentive.co.za>
 - Navigate to the login page
 - Press "Forgot your password?"
- Or send an email to help@ecentive.co.za requesting our call centre to assist you with this request.

- **How does tax work?**

- The incentive rewards received are subject to income tax in the hand of the recipients. Participants shall be notified by email when their annual Certificate of Earnings (IT3b) detailing the earnings for the relevant tax period(s) is available on the Portal.
- It is the Participant's duty to make the necessary submissions and disclose earnings when they do their annual tax submission.
- It is the Participant's duty to deal directly with tax authorities (or any other applicable authority which the User may be subject to). The Administrator will not deal with any regulatory body or submit any information on behalf of Participants.
- *"Spivs/sales rewards are taxable in the hands of the sales people and it is the receivers' responsibility to declare earnings for income tax purposes. Registered users are not employees of eCentive (Pty) Ltd hence there is no obligation by eCentive to withhold tax before paying out an incentive."*
- The Participant is responsible for obtaining his/her own tax advice independently
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