

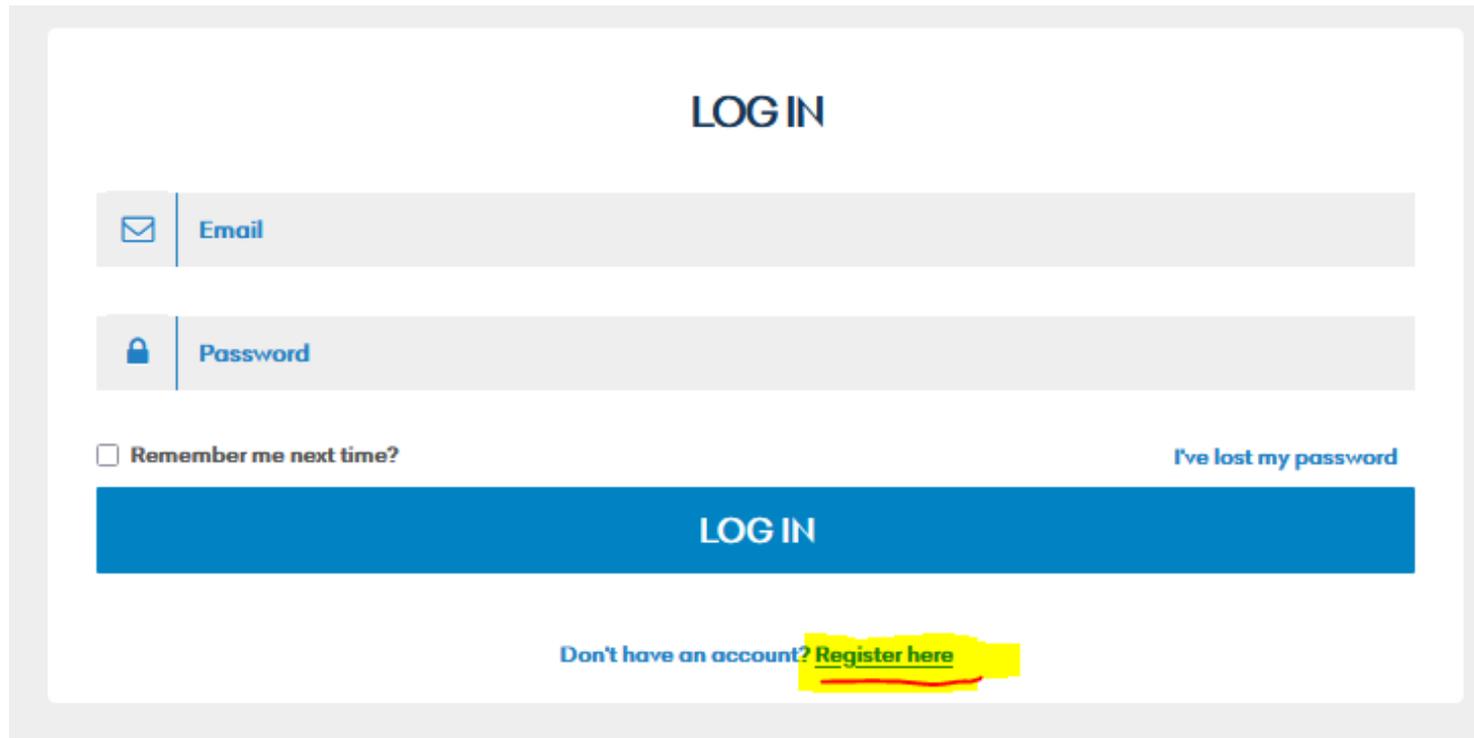
Sales Staff User Guide



LOGIN / REGISTRATION

Go to <https://www.telkom.ecentive.co.za>

Click on Register Here link below the LOG IN button



The image shows a login and registration form. At the top, the word "LOGIN" is centered. Below it are two input fields: "Email" with an envelope icon and "Password" with a lock icon. There is a checkbox labeled "Remember me next time?" and a link "I've lost my password" on the right. A large blue button labeled "LOGIN" is centered below the input fields. At the bottom, the text "Don't have an account? [Register here](#)" is displayed, with the "Register here" link highlighted in yellow.

LOGIN

Email

Password

Remember me next time? [I've lost my password](#)

LOGIN

Don't have an account? [Register here](#)

REGISTRATION

Select your current role as per your designation/position

REGISTRATION

To register, please select your role in the business:

CALL CENTRE - AGENT

I am a part of the Call Centre - Agent team

[Register here](#)

CALL CENTRE - TEAM LEAD

I am a part of the Call Centre - Team lead team

[Register here](#)

RETAIL SALES STAFF

I am a part of the Retail sales staff team

[Register here](#)

RETAIL STORE MANAGER

I am a part of the Retail store manager team

[Register here](#)

REGISTRATION

Enter your credentials as requested and upload the required FICA documents to register your account

RETAIL SALES STAFF REGISTRATION

FIRST NAME

SURNAME

EMAIL

MOBILE NUMBER

TYPE OF IDENTIFICATION

ID NUMBER

PASSPORT NUMBER

ID NUMBER

ID Number

PASSPORT NUMBER

Passport Number

COUNTRY OF ISSUE

..Select passport country..



PASSPORT EXPIRY DATE

STORE YOU WORK AT

Select the store that you work at



YOUR EMPLOYEE NUMBER

YOUR SALESMAN CODE

YOUR RESIDENTIAL ADDRESS

REGISTRATION

Once submitted, the uploaded FICA documents are checked and,

- if correct, your registration is approved. A card is linked to your profile and sent via courier to your store. The delivery of cards is done within 10 working days from date of registration approval.
- if documents you uploaded are not correct, you are notified via email to upload the correct documents in order to approve your registration.

All registered users have to be physically approved by Huawei to be able to claim Huawei products. This means that registered users will only be able to claim all other manufacturer spivs until vetted and approved by Huawei to claim Huawei spivs.

User earning will only start once a user has an APPROVED registration. No claims will be created while FICA docs are being finalized and the user profile has not been finally approved.

DASHBOARD

The Dashboard is the landing page for the user and gives a summary of the user's earnings and short cuts to frequently used features.

Number of Claims current month →

This is the user's incentives balance →

Shortcut to current incentives loaded for this month →

The dashboard screenshot shows a user logged in as Timothy. At the top, there is a hamburger menu icon and the text "Logged in as Timothy". Below this is a "Reporting period:" section with a dropdown menu currently set to "Current Month". The dashboard features three main cards: 1. "Total claims" card showing "0" in large blue text, with a play button icon on the right. 2. "E-Wallet available balance" card showing "R 705" in large dark blue text, with a checkmark icon on the right. 3. "Product Incentives" card with the text "There are currently no incentives for this period." and "Check back soon!" below it, featuring a large dark blue checkmark icon at the bottom.

NAVIGATION

CLICK ON THE HAMBURGER
HERE TO VIEW MENU
OPTIONS

Home Page when first logged in

View all claims

View the list of products
incentivized as well as the incentive
value for each

View earned balance and make
withdrawals

Check out the latest
Announcements/Notifications
posted

Get support with any Issues

The image shows a user dashboard interface. On the left is a blue vertical navigation sidebar with icons and labels: a hamburger menu icon (circled in red), a home icon labeled 'Dashboard', a pencil icon labeled 'Claims', a shopping cart icon labeled 'Products', a card icon labeled 'E-Wallet', a megaphone icon labeled 'Announcements', and an information icon labeled 'Support'. Red arrows point from text labels on the left to these icons. The main content area is light gray and shows a 'Reporting period' dropdown set to 'Current Month'. Below this are three summary cards: 'Total claims' with a value of '0' and a play button icon; 'E-Wallet available balance' with a value of 'R 705' and a checkmark icon; and 'Product Incentives' with the text 'There are currently no incentives for this period.' The top right of the dashboard shows 'Logged in as Timothy' with a dropdown arrow.

CLAIMS

When you click on Claims in the menu, you will see the summary of all the past claims you have earned and can view each individually

If you are unsure if you have been paid for a specific sale; enter the IMEI number in the SEARCH TERM field to check

Click on the magnifying glass to view claim

Logged in as Timothy

Status: All (9) Clear Filters

Brands: All (6)

Incentives: All (3)

Search Term:

Claim Management

Transaction Date	Product	Imei / Serial	Status	
2020-03-13	P30 Lite 2020	860607042144163	Approved	
2020-03-13	A51	352351111123361	Approved	
2020-03-13	Y9s	867679045747022	Approved	
2020-03-13	S20	354460114820309	Approved	
2020-03-13	K40s	358943100329779	Approved	
2020-03-13	G8x	358623100357786	In Review	

Showing 1 to 6 of 6 entries

First Previous 1 Next Last

The User can filter based on the status of the claim OR a specific Brand

PRODUCT INCENTIVES



Dashboard

Claims

Products

E-Wallet

Announcements

Support

The User can search a specific product name OR a specific Brand

Search Term

Brands

Clear Filters

Product Management

Product Name	Brand	Category	Status	
E-1	HTC	Mobile Devices	Active	
E-Lite	HTC	Mobile Devices	Active	
G8x	LG	Mobile Devices	Active	
K40s	LG	Mobile Devices	Active	
S20	Samsung	Mobile Devices	Active	
Note 10	Samsung	Mobile Devices	Active	
A51	Samsung	Mobile Devices	Active	
Y9s	Huawei	Mobile Devices	Active	
P30 Lite 2020	Huawei	Mobile	Active	

All Active products are listed here
Click on the magnifying glass to see if the product has an active incentive for the current sales period

E-WALLET CASH OUT

To cash out money that you have earned go to E-WALLET from the menu and click CASH OUT.

Enter the amount required to be paid out to the Cash Card linked to your profile

Answer the Security Questions you captured upon registration

When clicking Proceed, the money is immediately paid into your card

Cash out history

E-Wallet

Cash out

Available amount
R1,050.00

Amount to cash out

Security questions
Please answer all these questions to proceed with the cash-out.

Mother's maiden name?

Grandfather's name?

Favourite colour
..Select an option..

Proceed

← 2 ☰

Cash out

Thank you for your request. Your cashout is currently pending.

Available amount
R1,050.00

Amount to cash out

Proceed

Summary

Total cashed out	R 80
Pending cash outs	R 250

E-WALLET FEES AND INFO

All **Bank** fees associated to your card are listed here

Costs to Card Holder

Description	Amount
Load Fee (per cash out)	R7,00
Card Management Fee (per month)	R3,00
Swipe Fees (each)	R0,00
SMS in contact (OPT OUT)	R0,96
Cash Withdrawal at Standard Bank ATM (each)	R1,00
Cash withdrawal at other ATMs (each)	R1,30
Cash withdrawal at POS with a purchase (each)	R2,60
Cash withdrawal at POS without purchase (each)	R3,35
ATM balance enquiry at Standard Bank (each)	R3,00
ATM balance enquiry at other ATM (each)	R4,45
PIN reset Fee (each)	R12,00
Decline Fees (each)	R0,00
Transfer funds from card to profile (each)	R3,50

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.

Please ensure you have read and understand your tax obligations

E-WALLET FEES AND INFO

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/>

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.

E-WALLET FEES AND INFO

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 on PayCentral app or <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/>

SUPPORT

Log a support ticket if you have any queries:

Types of Queries you can log are:

- Account Query
- Card Query
- Claim Query (missing claim)
- E-wallet Query
- General enquiry
- Store Query (new branches not listed yet)
- Withdrawal Query

Support

Logged in as Timothy

View tickets

Create a new ticket

Type of query
..Select one..

Brands
..Select one..

Imei Number

Subject

Description

File (optional)
Choose File No file chosen

Create ticket

VIEW LOGGED SUPPORT QUERIES

Below the NEW QUERY fields you will see a summary of all open/unresolved tickets you have loaded before.

File (optional)

Choose File no file selected

Create ticket

Unresolved tickets

Last updated	Type	Status
24/10/2017 12:37pm	Withdrawal query	Open
24/10/2017 12:35pm	eWallet query	Open
24/10/2017 12:27pm	Store query	Open
24/10/2017 12:25pm	General enquiries	Pending