

Merchant Onboarding Manual – How to complete the process.



PLEASE NOTE: The merchant must have all the undermentioned documents

available before starting onboarding registration process.

FICA Requirements

PLEASE NOTE: Wesbank has a strict requirement that all merchants supply the following FICA documents (NOT OLDER THAN 3 MONTHS) with their application:

- ***Certified*** (Commissioner of Oaths) copies of owner's / directors, ID's (NOT OLDER THAN 3 MONTHS).
- Latest proof of business residential address; a fully signed lease agreement / Municipality bill / Tax Invoice from a supplier / Telkom bill - one document only (NOT OLDER THAN 3 MONTHS).
- Copies of CC documents – if a Close Corp or Company, registration documents with content of Directors on a Company Letterhead (Signed by all Directors and Shareholders) – NOTE: The Business must be registered with CIPC.
- Bank stamped letter (On a Bank Letterhead) confirming the banking details (STAMP NOT OLDER THAN 3 MONTHS).
- A copy of the company's original signed resolution confirming the authorised signatories or a letter on a Company letterhead confirming the authorised signatories or who is authorised to sign on behalf of the company.
- Merchants affiliation certificate (ie. NAAMSA, MIWA, MTA, RMI, MIOSA, etc) where applicable.
- Insurance Policy (that covers 3rd Party Losses and Damages). Please include proof that this policy is still valid.
- ***Certified*** (Commissioner of Oaths) B-BBEE Certificate or Affirmation Letter (On the date of Submission) NOT OLDER THAN 12 MONTHS. This document must be signed by the owner or the authorised signatory).
- Tax Clearance Certificate for 2020 (on date of submission).
- If a the Merchant is a Sole Proprietor he / she must provide a signed letter on a company letterhead
- confirming that no shares have been issued.

Step 1

Merchants receives the 1st of 2 emails (1 of 2)

Attached to this email, is an invitation letter and a Training Manual.

All Merchants need to register online on or before the **31st of March 2021.**

To register click on the hyperlink next to “Merchant Portal Website Address”.

The user name is provided in this first email.

You will receive a second email with a temporary password provided in the email body.

Wesbank RT46 Government Tender: Service Provider Registration - Merchant E (1 of 2)



Wesbank Email
To

Reply

Reply All

Forward

...

Wed 2021/01/13 12:23



Supplier Invite Letter.pdf
174 KB



Merchant Application Training Manual.pdf
975 KB

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Head office 1 Enterprise Road, Fairland, Johannesburg, 2170
Postal address Private Bag X13, 2030

Enquiries 0861 288 272 Fax 0861 888 272
New business 0861 137 137 Settlements 0861 212 212

Email service@wesbank.co.za

Web www.wesbank.co.za

Dear WesBank,

RT46 GOVERNMENT TENDER: SERVICE PROVIDER REGISTRATION

Reference Nr: **10213**

WesBank, a division of FirstRand Ltd, has been awarded the RT46 Cat C tender, with the effective start date 1 April 2021. As you are an existing service provider to government, we cordially invite you to participate in the registration of your business on our database as a preferred supplier. In reference to the attached letter, access to the Wesbank RT46 Merchant Portal has been granted for completion of the Merchant Registration.

Please use the Merchant Onboarding Training Manual to assist you to follow the process of onboarding (Process Flow)

Please access the system with the following details:

Merchant Portal Website Address	http://41.86.115.144/RT46Merchants
Username	johns@wesbank.co.za
Password	To be provided in a separate e-mail for security purposes.

Kindly note that the following documentation is required to be uploaded during the Merchant Onboarding process:

- Certified Merchant Director Proof of ID
- Company Registration Documents

The Merchant receives the 2nd of 2 emails (2 of 2)


The link to the online portal was provided in the first email as well as the user name.

In the second email, a temporary password is provided.

This temporary password is to be used when signing into the portal on first sign-on.

The Supplier will be prompted to change the password.

Note the Password Strength rules


Wesbank Email
To

Reply
Reply All
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...

Wed 2021/01/13 12:23

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Please access the system with the following details:

Merchant Portal Website Address	Provided in intial e-mail
Username	Provided in intial e-mail
Password	8kd2nDF0M

Please Note: For security purposes, the Merchant Portal will require a password update upon first log in into the Merchant Portal. Kindly provide the password as provided here above and capture a new password. The new password must consist of all of the following:

1. Numeric character(s)
2. Lower case character(s)
3. Upper case character(s)
4. Special character(s), for instance @, #, or \$
5. A minimum length of eight characters.

The same window displayed for Expired passwords are used for changing passwords upon first registration.

In the Current Password field, enter the temporary password received per email. (Please Copy and Paste the password from the E-Mail into the current password field).

Change the password to a password that you will remember. Taking into account the password rules provided on screen.

Remember to confirm the password.



A division of **FirstRand Bank** Ltd. Registered Bank.
An Authorised Financial Services and Credit Provider, NCRCP20.
Terms and Conditions Apply.

Expired Password

Your password has expired, please update your password by providing the following details.

Current Password

New Password

Confirm Password

Update My Password

Your password must consist of all the following:

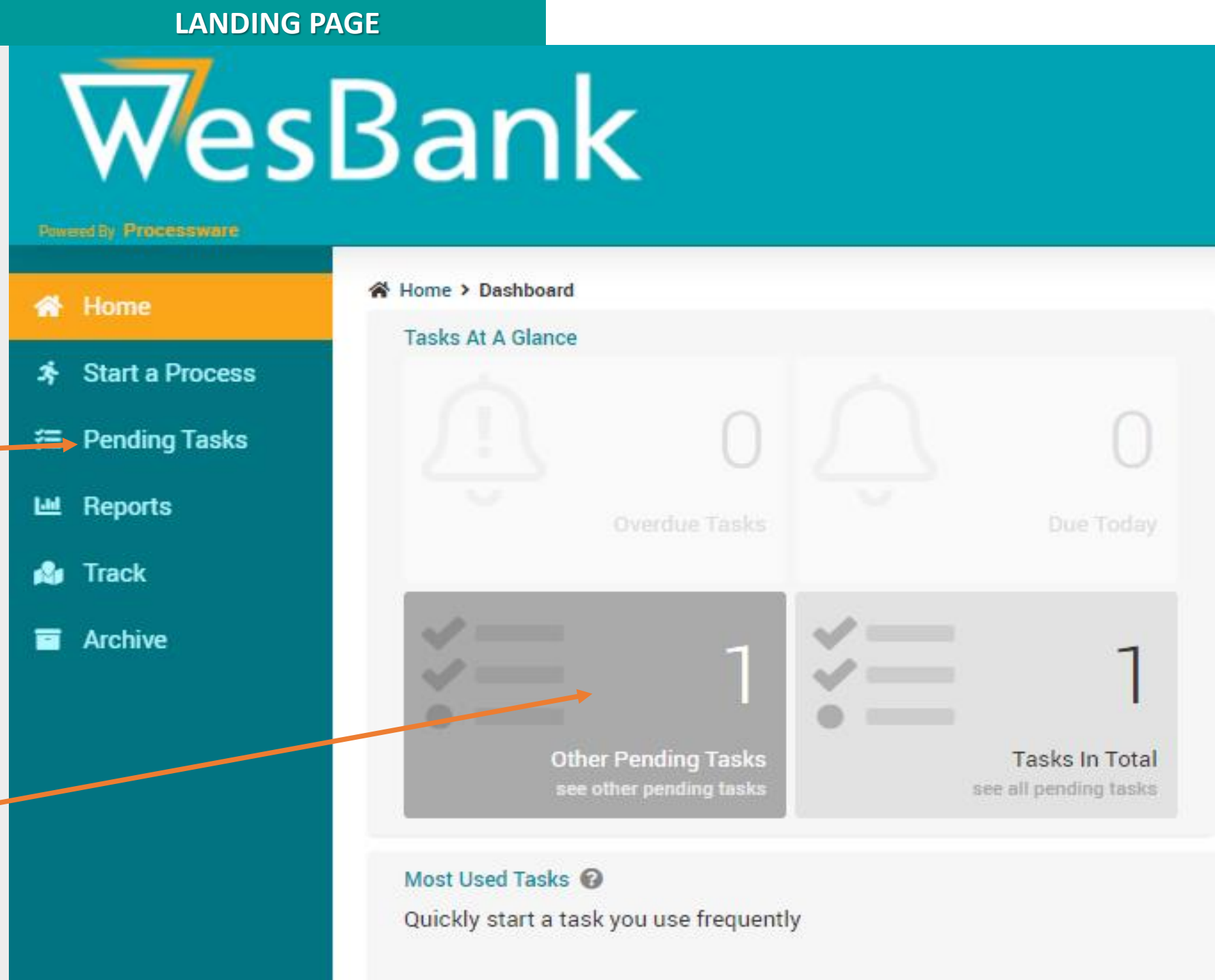
- » Numeric character(s)
- » Lower case character(s)
- » Upper case character(s)
- » Special character(s), for instance @, #, or \$
- » A minimum length of eight characters.

FirstRand Bank (Incorporated in South Africa)
Bank of the People 0800 800 000

Once logged into the system, you will be presented with a landing page that has menu items on the left plane.

To get to the screen you require to fill in the application form, **select Pending Tasks**.

You can also navigate to the application form by clicking on the **Gray Other Pending Task button**.



**PLEASE DO NOT WORK ON
THE (FILTER TASK VIEW)**

In the list of pending tasks, there will be a task displaying the merchant name.

Click on the company name in the Grey Block on the right of the screen, in order to open the Application form screen.

Filter Tasks View reset

Process
All

Process ID
Type the Process ID here...

Task ID
Type the Task ID here...

Description
Task description...

Received
On Between

Please select a date
[Date Picker]

Task Received From ?
First Name
Type first name here...

Last Name
Type last name here...

Show Me:



0

Overdue Tasks



0

Tasks Due Today



Other Pending Tasks

1 To 1 Of 1 Other Pending Tasks

#11148



Fleet Services Merchant Application - Merchant K

Received From Rosa Sasser On 13 January 2021 At 15:07:12

1 To 1 Of 1 Other Pending Tasks


Show 10 Per Page


Application form – Registration Details

Note the following features:

- Audit detail below the screen header.
- When the field has a red Asterix (*) the field is mandatory and will result in a warning message upon submit prompting the user to fill in the field.
- Fill in all fields and scroll down right to the bottom of the form.

WesBank


Welcome, Contact D Mer D   Home Start a Process Pending Tasks Reports Track Archive

 Home > Pending Tasks > Fleet Services Merchant Application - Merchant K
#11148

Fleet Services Merchant Application - Merchant K

Received From Rosa Sasser On 13 January 2021 At 15:07:12

Process ID #10217 Process Merchant Onboarding Group Merchant Processing Version 1.1

Show Branch History  Show Process Notes  0 

NOTE: Please do not press **RESET** as it deletes all the information captured. Only to be used to recapture incorrect information.

Registration Details of Business

Trade Name *

Merchant K

Comp Reg No *

Entity Type *



Registered Name *

Merchant K

VAT Registered (Y/N)? *

Yes 

VAT Reg No *

Holding Company Name (If part of group / franchise)

Merchant Contact Person First Name *




Contact

Merchant Contact Person Last Name *

K

Application form for Merchants

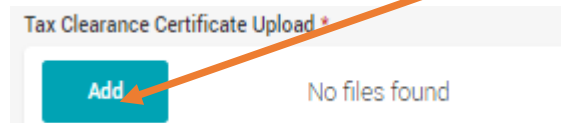
Note the following features:

- Sections on screen with a blue banner are sections where more than one entry can be added. See example below:
 - To add more than one record Click on the 
 - To remove a record: Select the record you want to remove and click on 
 - To enlarge the section click on 
 - Notice the scroll bar at the bottom of the section. Scroll to the right to fill in all fields.
- At the bottom of the last record group on screen, on the very last field (Contract Type*) = **“Emergency Contact”** is a **mandatory field**.



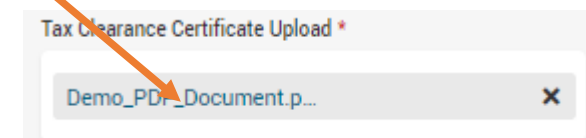
Details of appointed contact persons								
	Title *	Designation *	Escalation	Mobile No	Tel No *	Fax No	Email Address *	Contact Type *
<input type="checkbox"/>	Ms ▼	Designation	1 ▼		+01 (23) 456 789		test@mail.com	Emergency Contact ▼

- The System allows the user to **upload** and **view** previously uploaded documents



Tax Clearance Certificate Upload *

Add No files found



Tax Clearance Certificate Upload *

Demo_PDF_Document.p... X

- At the bottom of the first page, click on Nature of Business to advance to the next page. The Reset button will clear all previously input information.
***(Please do not click on Reset)**



Nature of Business > **Reset**

Step 7

Application form – Nature of Business

- The next screen is Nature of Business - Scroll down and check all relevant check boxes







[< Registration Details of Business](#)[Banking, Workshop and General Information >](#)[Reset](#)

- From the second screen, forward and backward paging is possible (**Please ensure that your details are captured correctly**):
 - On this screen, the user can go back to the Registration screen
 - When going to the next section, the captured fields are automatically saved.

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Powered by Processware



Welcome, Contact D Mer D  

-  Home
-  Start a Process
-  Pending Tasks
-  Reports
-  Track
-  Archive

[Home](#) > [Pending Tasks](#) > [Nature of Business - Merchant C](#)
#11165

Nature of Business - Merchant C

Received From [Contact D Mer D](#) On 14 January 2021 At 11:21:47
Process ID #10219 Process [Merchant Onboarding](#) Group [Merchant Processing](#) Version 1.1

[Show Branch History](#)  [Show Process Notes](#)  

Registration Details of Business

Trade Name	Comp Reg No	Merchant Code
Merchant C	REG123	
Registered Name	VAT Reg No	Merchant Group Code
Merchant C	VAT123	
Holding Company Name (If part of group / franchise)	Holding Merc Code	Holding Group Code

Primary Nature of Business

(Populated by Detailed Nature of Business selections.)

<input type="checkbox"/> Fitment	<input type="checkbox"/> Workshop	<input type="checkbox"/> Panelbeater
<input type="checkbox"/> Accessory	<input type="checkbox"/> Road Assist	<input type="checkbox"/> Test Station

NOTE: The **Trade name** and the **Registered name** of the Company must be the same as the CIPC Registration.

Application form – Banking, Workshop and General Information

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Welcome, Contact D Mer D  

One-Time PIN (OTP) *

OTP Verification Result


Pending

PLEASE NOTE: Fleet Service Merchant Application Confirmation can be submitted once the declaration is confirmed and the OTP is successfully verified.

< Update Fleet Services Merchant Application

Resend OTP

Reset

 Home Start a Process Pending Tasks Reports Track Archive[Home](#) > [Pending Tasks](#) > [Banking, Workshop and General Information - Merchant C](#)

#11166

Banking, Workshop and General Information - Merchant C

Received From [Contact D Mer D](#) On 14 January 2021 At 11:34:21Process ID #10219 Process [Merchant Onboarding](#) Group [Merchant Processing](#) Version 1.1[Show Branch History](#)  [Show Process Notes](#) 

Registration Details of Business

Trade Name

Merchant C

Comp Reg No

REG123

Registered Name

Merchant C

VAT Reg No

VAT123

Holding Company Name (If part of group / franchise)

Banking Details

Institution Name *

FNB

Branch Code *

012345

Branch Name *

Centurion

Account Holders Name *


R Sasser

Account Type *

Current Account

Account Number *

1234567

 Wesbank Email
To Rosa Sasser; Willie de Jonge

 Reply  Reply All  Forward 

Thu 2021/01/14 12:04

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Web www.wesbank.co.za

Dear

RT46 GOVERNMENT TENDER: SERVICE PROVIDER REGISTRATION - FLEET SERVICES MERCHANT APPLICATION CONFIRMATION

Reference Nr: **10219**

In order to conclude the Fleet Services Merchant Application, the understanding information is to be confirmed on the Merchant Portal, wherein the following is to be applied:

1. The Merchant Declaration Form is to be downloaded, completed and signed, and uploaded onto the Merchant Portal.
2. The Merchant Agreement is to be downloaded, completed and signed, and uploaded onto the Merchant Portal.
3. The Government Addendum to the Merchant Agreement is to be downloaded, completed and signed, and uploaded onto the Merchant Portal.

The following One-Time PIN (OTP) number is to be provided as declaration to the completeness and accuracy to the Fleet Services Merchant Application:

066542

One-Time PIN (OTP) *

066542

OTP Verification Result

✓ OTP Verification Successful

PLEASE NOTE: Fleet Service Merchant Application Confirmation can be submitted once the declaration is confirmed and the OTP is successfully verified.

[< Update Fleet Services Merchant Application](#)

[Resend OTP](#)

[Reset](#)

On the Banking, Workshop and General Information screen, an OTP is required


The user will receive a mail or a SMS with a One Time Pin

Use the One Time Pin received in the email and enter it in the OTP Field.

Once entered, a verification will be performed.

Application form – Confirmation and Declaration







Please note: The declaration, agreement and addendum documents have to be uploaded (compulsory). **PDF Compressor** can be used to reduce the size of the file.

 I, (Full Names) Merchant C Contact Surname, owner of Merchant C, confirm that the above information is true and an accurate reflection of my business.

At the bottom of the screen: Check the declaration and complete the process.
The Task will archive and the process is now complete.

WesBank

Welcome, Contact D Mer D  



-  Home
-  Start a Process
-  Pending Tasks
-  Reports
-  Track
-  Archive

Home > Pending Tasks > Fleet Services Merchant Application Confirmation and Declaration - Merchant C
#11167

Fleet Services Merchant Application Confirmation and Declaration - Merchant C

Received From Contact D Mer D On 14 January 2021 At 12:04:14

Process ID #10219 Process Merchant Onboarding Group Merchant Processing Version 1.1

Show Branch History  Show Process Notes  0 

Fleet Services Merchant Application Confirmation

Please verify and confirm the following information captured prior to completing the declaration. In the event of any updates or corrections to be applied, please select the 'Update Fleet Services Merchant Application' option.

Registration Details of Business

Trade Name	Merchant C	Comp Reg No	REG123	Entity Type	Public Company
Registered Name	Merchant C	VAT Reg No	VAT123		
Holding Company Name(If part of group / franchise)					

Directors

Address

STANDARD CHALLENGES EXPERIENCED BY MERCHANTS DURING THE ONBOARDING PROCESS (1)



ID DOCUMENTS

Challenge: ID number captured incorrectly-does not correspond with uploaded is document which needs to be certified not older than 3 months.

Rectification Action: Certified (Commissioner of Oaths) ID document – **not older than 3 months.**

COMPANY REGISTRATION DOCUMENTS

Challenge: Please provide the certified copies of the directors, not older than 3 months.

Challenge: No CIPC Documents

Rectification Action: Upload the company registration documents (CIPC) and they need to be signed by all Directors and Shareholders.

B-BBEE CERTIFICATES

Challenge: Merchants B-BBEE Certificate no certified, signed, dated and / or Certified by a Commissioner of Oaths.

Rectification Action: Merchants B-BBEE Certificate needs to be certified, signed, dated and Certified by a Commissioner of Oaths.

COMPANY SHARES CERTIFICATES

Challenge: Kindly upload your share certificate under, supporting documents.

Rectification Action: Merchant to upload copies of their share certificates and / or supporting documents (CIPC company registration CoR 14).

Rectification Action: Merchant must confirm on a signed company letterhead if they are a sole proprietor and NO SHARES HAVE BEEN issued.

INSURANCE

Challenge: Please note that it is prescribed by Wesbank that the merchants insurance policy needs to indicate that they are covered for 3rd Party Insurance claims.

Rectification Action: All merchants must ensure that their insurance policy covers any 3rd Party Insurance claims. Please make sure that all 3 tick boxes are ticked.



STANDARD CHALLENGES EXPERIENCED BY MERCHANTS DURING THE ONBOARDING PROCESS (2)



DIRECTORS

Challenge: Merchants to not add the Certified (Commissioner of Oaths) ID documents of all the Directors of the company – not older than 3 months.

Rectification Action: Merchants must add Certified (Commissioner of Oaths) ID documents of all the directors of the company – **not older than 3 months**.

BANK DOCUMENTS

Challenge: Bank Branch code has been incorrectly uploaded.

Challenge: Bank Account number has been incorrectly uploaded.

Rectification Action: The Merchant must provide a bank stamped letter, confirming the banking details (**Not older than 3 months**).

TAX CLEARANCE CERTIFICATES

The Merchant must upload a 2020 tax clearance certificate preferably on the day of registration.

MERCHANT AFFILIATION MEMBERSHIP

Challenge: The Merchant uploaded the proof of merchant association / membership documents for but you marked it as 'no.'

Rectification Action: If the merchant belongs to any association please tick the 'yes' box.

COMPANY SIGNED RESOLUTION

We require a signed resolution on a company letter head, stating who is authorized to sign on behalf of the company.

GENERAL

Company addresses to correspond on supporting documents.

Please upload legible copies of all the required documents.

FINAL VERIFICATION BY THE MERCHANT ONBOARDING CONSULTANTS

- Once the Merchant has submitted their registration details, it will be verified and checked by the Merchant Onboarding Consultants.
- Should the consultants find any discrepancies, they will forward the details back to the merchant as “comments”.
- PLEASE ENSURE THAT ANY CORRECTIONS AND / OR ADDITIONS ARE SUBMITTED ON THE SYSTEM.
- PLEASE DO NOT E - MAIL IT TO THE RT46MERCHANTS EMAIL ADDRESS. THE CONSULTANTS ARE NOT AUTHORISED TO LOAD IT ON THE SYSTEM.
- When the process is completed, and your company is successfully onboarded you will receive an E-Mail confirming that you are successfully added to the RT 46 Merchants list.
- WesBank will then send inspectors to your company to conclude the Technical Verification.