

Merchant Onboarding Manual

How to complete the RT46 Registration and Update 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:

- **Copies of owners' / Directors' IDs certified by a Commissioner of Oaths** (not older than 3 months).
- Latest **proof of business residential address**, e.g., 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

PLEASE NOTE: The merchant must have all the above documents available before starting onboarding registration process.

authorised signatories or a letter on a Company letterhead confirming the authorised signatories or who is authorised to sign on behalf of the company.

- **Merchant's affiliation certificate** (i.e., NAAMSA, MIWA, MTA, RMI, MIOSA, etc.) where applicable.
- **Insurance Policy** covering Third Party Losses and Damages – please include proof that this policy is current and valid.
- **B-BBEE Certificate or Affirmation Letter** (on the date of submission) **not older than 3 months certified by a Commissioner of Oaths**. This document must be signed by the owner or the authorised signatory).
- **Tax Clearance Certificate** for the **current FY** (preferably on the date of the RT46 submission).
- If the merchant is a **Sole Proprietor**, they must provide a signed letter on a company letterhead confirming that no shares have been issued.

A stylized teal illustration of a city skyline with various buildings and the CN Tower, set against a background of rolling hills and flying birds.

General Requirements

PLEASE NOTE: These requirements will ease the process and add to the accuracy of the Merchants data base,

- Please ensure that all the documents that you submit / upload on the system are in **PDF Format**. **NOT** in .tiff, .jpeg, Outlook Mail, etc.
- Please do not **ZIP** the documents and upload them on the system.
- If possible, register your company on **Google Business (free)** as this will assist you and WesBank to validate your business address digitally. We require the correct GPS Coordinates for the Workshop Address.
- The Proof of Address (POA) must indicate your company name and the **physical address** of the company workshop **NOT** a PO Box. This address needs to be validated.
- Please ensure that you enter your business name as depicted on the CIPC document. If it does not say (Pty) Ltd or CC behind your company name do not add it as that causes a **FICA disqualification** and the process must then be reworked by both parties causing delays.
- Please ensure that your bank account name is the same as your CIPC document. This includes your branch name. Please make use of the various banks Universal Bank Codes.
- Please ensure that the Business insurance is current and not expired or to be reviewed. Your policy **must cover** the following:
 - 3rd Party Losses of Customer Assets (Motor Traders External).
 - 3rd Party Damages of Customer Assets (Motor Traders External).
 - 3rd Party Theft of Customer Assets (Motor Traders External).
- If you make use of a **Trade Name** for your company and it is not registered with CIPC we require a letter stating the name on a company letterhead signed by the Owner / CEO / MD, etc. The Merchant must please ensure that this name is not registered and used by another company in South Africa as this causes duplications on the system.
- Verification of shareholders the following documents are accepted:
 - CIPC - CoR15.2 / CoR14.3.
 - Verification on a Company Letterhead signed by all Directors with certified copies of their ID Documents **certified by a Commissioner of Oaths (not older than 3 months)**.
 - Shareholder certificate signed by all parties.

B-BBEE Levels

Please ensure that you enter the correct score against the appropriate B-BBEE Level on the system,

Below is a breakdown of the BEE contribution level, the scorecard points, and procurement recognition percentage. The table shows what typical BEE levels look like and what it means:

B-BBEE Status	Qualification	B-BBEE Recognition Level
Level One Contributor	≥100 points on the Generic Scorecard	135%
Level Two Contributor	≥95 but <100 points on the Generic Scorecard	125%
Level Three Contributor	≥90 but <95 points on the Generic Scorecard	110%
Level Four Contributor	≥80 but <90 points on the Generic Scorecard	100%
Level Five Contributor	≥75 but <80 points on the Generic Scorecard	80%
Level Six Contributor	≥70 but <75 points on the Generic Scorecard	60%
Level Seven Contributor	≥55 but <70 points on the Generic Scorecard	50%
Level Eight Contributor	≥40 but <55 points on the Generic Scorecard	10%
Non-Compliant Contributor	<40 points on the Generic Scorecard	0%

Step 1

You will receive 2 emails - the first contains the link to the online portal and your user name, with an invitation letter and training manual attached.

All merchants need to register online on or before **15 April 2022**.

WesBank RT46 Government Tender: Service Provider Registration - Merchant A (1 of 2)

Wesbank Email
 To: Jacobus Geldenhuys

Supplier Invite Letter.pdf
 274 KB

MerchantOnboarding_TrainingManual.pdf
 917 KB

[LinkedIn](#)
+ Get more add-ins

Head office: 1 Enterprise Road, Fairland, Johannesburg, 2170
 Postal address: Private Bag 113, 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

RT46 GOVERNMENT TENDER: SERVICE PROVIDER REGISTRATI

Reference Nr: 36600

WesBank, a division of FirstRand Ltd, has been awarded the RT46 Cat 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 access the system with the following details:

Merchant Portal Website Address	http://41.86.115.144/RT46Merchants
Username	MarchantA@Name
Password	To be provided in a separate e-mail for security purposes

Click on the hyperlink to start the registration process

The username is provided in this first email. You will receive a second email with a temporary password.

Step 2

The second email contains your temporary password, which you will use when signing into the portal for the first time.

WesBank RT46 Government Tender: Service Provider Registration - Merchant A (2 of 2)


Wesbank Email
 To: Jacobus Geldenhuys

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↶ Reply
↶ Reply All
→ Forward
⋮

Mon 2021/05/24 11:55



Head office 1 Enterprise Road, Fairland, Johannesburg, 2170
 Postal address Private Bag 113, 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

RT46 GOVERNMENT TENDER: SERVICE PROVIDER REGISTRATION

Reference Nr: 36624

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 access the system with the following details:

Merchant Portal Website Address	Provided in initial e-mail
Username	Provided in initial e-mail
Password	12@34\$

Temporary password

Step

3

On the portal you will see the Expired Password screen – this is also used for first-time registration.

In the Current Password field, copy and paste the temporary password from the second email you received.

You will be prompted to change the password to a password that you will remember.



The screenshot shows the 'Expired Password' screen on the WesBank portal. The page title is 'Expired Password'. Below the title, it says 'Your password has expired, please update your password by providing the following details.' There are three input fields: 'Current Password', 'New Password', and 'Confirm Password'. At the bottom is a button labeled 'Update My Password'. Annotations include a blue box pointing to the password strength rules, and an orange box pointing to the 'Confirm Password' field.

Expired Password

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

Current Password

New Password

Confirm Password

Update My Password

Please note the password strength rules provided on screen.

Your password must consist of all the following:

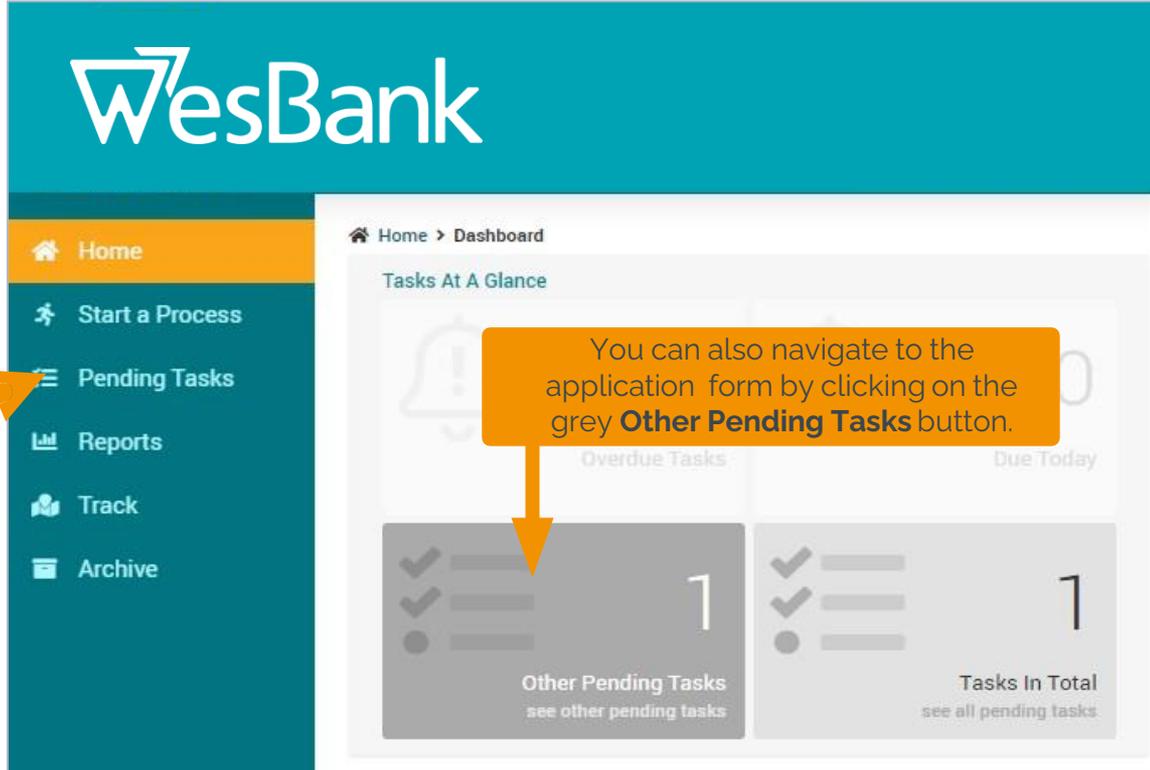
- » Numeric character(s)
- » Lower case character(s)
- » Upper case character(s)
- » Special character(s), for instance @, #, or \$
- » A minimum length of eight characters.

Remember to confirm your password.

Step 4: Landing Page

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

To get to the application form screen, select **Pending Tasks**.

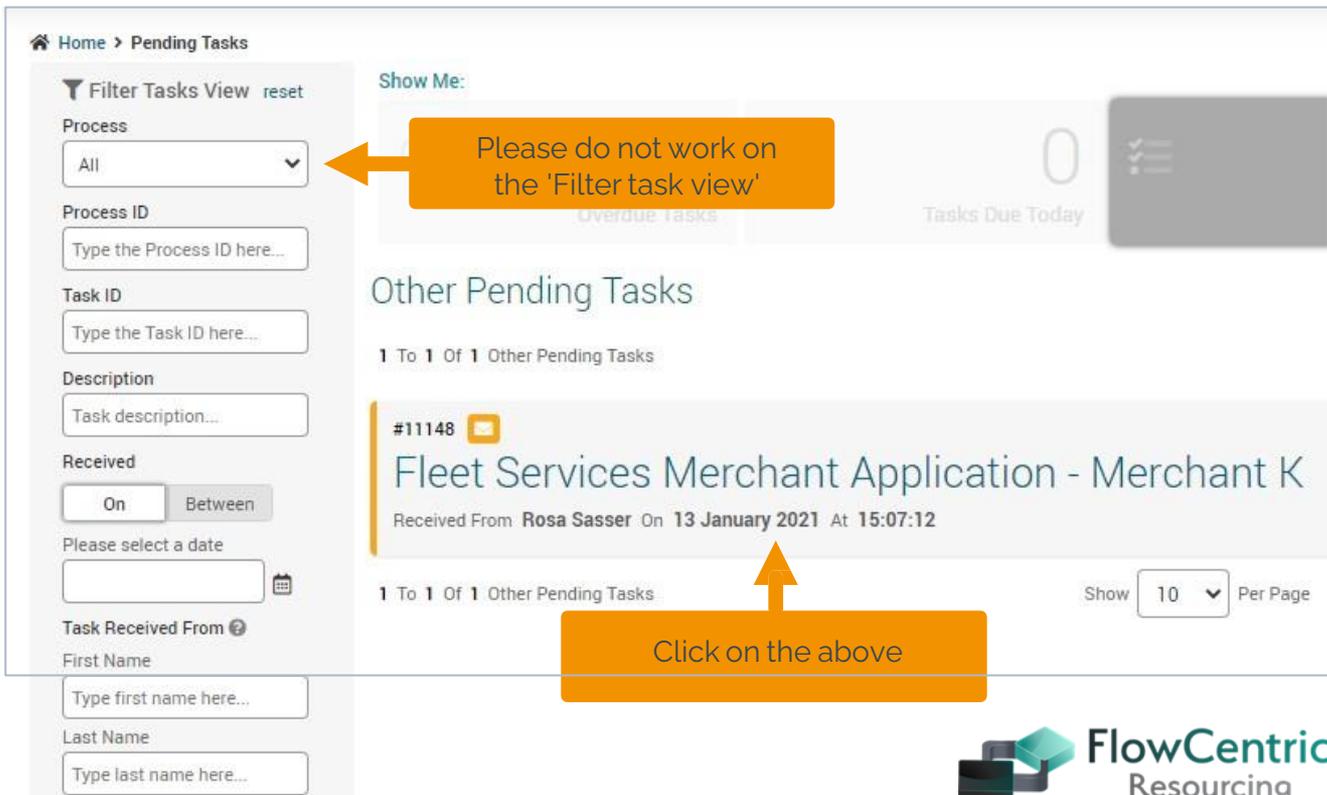


The screenshot shows the WesBank landing page. At the top is the WesBank logo. Below it is a navigation menu with the following items: Home (highlighted in orange), Start a Process, Pending Tasks, Reports, Track, and Archive. The main content area is titled 'Home > Dashboard' and 'Tasks At A Glance'. It features two task summary cards: 'Overdue Tasks' and 'Due Today'. The 'Overdue Tasks' card shows a list of tasks with checkmarks and a large number '1', with the text 'Other Pending Tasks see other pending tasks' below it. The 'Due Today' card shows a similar list with a large number '1' and the text 'Tasks In Total see all pending tasks' below it. An orange callout box with an arrow points to the 'Other Pending Tasks' card, containing the text: 'You can also navigate to the application form by clicking on the grey **Other Pending Tasks** button.'

Step 5

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

Click on your company name in the grey block to open the Application form screen.



Home > Pending Tasks

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: [Calendar icon]

Task Received From: First Name Last Name

Show Me: 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

Please do not work on the 'Filter task view'

Click on the above

Step 6 - 1

Application Form – Registration Details

Fill in all fields and scroll down to the bottom of the form.

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

Merchant Update - Merchant Details - [] FLOWCENTRIC RESOURCING AND TECHNOLOGY

Received From Jacobus Geldenhuys On 10 October 2022 At 11:01:33
Process ID #808819 Process Merchant Update Group Merchant Processing Version 1.0

Show Process Notes

Registration Details of Business

Trade Name *	Comp Reg No *	Entity Type *
<input type="text" value="FLOWCENTRIC RESOURCING AND TECHNOLOGY"/>	<input type="text" value="2012/000000/07"/>	<input type="text" value="Private Company"/>
Registered Name *	VAT Registered (Y/N)? *	VAT Reg No *
<input type="text" value="FLOWCENTRIC RESOURCING AND TECH"/>	<input type="text" value="Yes"/>	<input type="text" value="400000000"/>
Country of Registration *		
<input type="text" value="South Africa"/>		
Holding Company Name (if part of group / franchise)	CSD Registration *	CSD Registration Supplier Number *
<input type="text"/>	<input type="text" value="Registered on National Treasury CSD"/>	<input type="text" value="MAAA0000000"/>

Fields with an **asterisk (*)** are mandatory – if any are left empty you will receive a warning message when you submit, prompting you to fill in the incomplete field(s)

At the bottom of the page, click here to go to the next screen

[Nature of Business >](#)

[Reset](#)

NB: Do not click on **Reset** - it will clear all the information you have just entered

Step 6 - 2

Application form – Registration Details

Sections with a teal strip allow more than one entry to be added

To remove a record, select it and click here

To add a record, click here

To expand the section, click here

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 very last field (Emergency Contact) is a mandatory field.

Scroll to the right to fill in all fields

Example below of Object Group where several Directors can be added

Director Details

Please capture all Directors listed against the Company.
Passport Expiry Date is to be supplied on selection of *South African Passport* or *Foreign Passport* as ID Type.
Directors indicating as Disabled, must download the SARS CONFIRMATION OF DIAGNOSIS OF DISABILITY Form (ITR-DD), complete it and upload it onto the system.

SARS CONFIRMATION OF DIAGNOSIS OF DISABILITY FORM (ITR-DD)

Directors

Full Names *	Surname *	ID Number *	ID Type *	Passport Expiry Date	Conduct Work in SA?	Copy of ID / Passport *	Director Classification *	Gender *	Race *	
<input type="checkbox"/>	Some	Person	8001015001081	RSA ID Document		<input type="checkbox"/>	Demonstration Docu...	Company Director	Male	White

Step 6 - 3

Application form – Registration Details – Add Directors and Shareholders



Shareholding Details

Please verify that the Shareholding % total 100%.
Passport Expiry Date is to be supplied on selection of South African Passport or Foreign Passport as ID Type.

Shareholders indicating as Disabled, must download the SARS CONFIRMATION OF DIAGNOSIS OF DISABILITY Form (ITR-DD), complete it and upload it onto the system.

SARS CONFIRMATION OF DIAGNOSIS OF DISABILITY FORM (ITR-DD)

Shareholdings

	Full Names *	Surname *	ID Number *	ID Type *	Passport Expiry Date	Conduct Work in SA?	Copy of ID / Passport *	Shareholding % *	Gender *	Race *
<input type="checkbox"/>	Some	Person	8001015001081	RSA ID Document			Demonstration Docu... x	10.00%	Male	White
<input type="checkbox"/>	Another	Person	ABC123	Foreign Passport	2022-12-31	Yes	Demonstration Docu... x	20.00%	Male	White

Company Shareholding - Juristic Persons / Organisations

	Company Name *	Comp Reg Nr	Entity Type *	Shareholding % *
<input type="checkbox"/>	Some Company	2015/123456/07	Private Company	50.00%

Company Shareholding - Undisclosed

Undisclosed Shares	Shareholding % *
Undisclosed Shareholding Percentage	20.00%

Several Shareholders can be added – Make sure to total adds up to 100% - The system will give a warning in the event it does not add up to 100%

The system allows you to **upload** and **view** previously uploaded documents

Tax Clearance Certificate Upload *

No files found

Tax Clearance Certificate Upload *

Demo_PDF_Document.p... x

Step 6 – 4

Application form – Registration Details – B-BBEE Accreditation

B-BBEE Accreditation

If you complete your accreditation, please ensure that you use the correct Level of accreditation.

- Level 1 – 135%.
- Level 2 – 125%.
- Level 4 – 100%

Please ensure that this percentage (%) is reflected in Step 6-5.

3. I hereby declare under oath that:

- The enterprise is 100 % black owned;
- The enterprise is 100 % black woman owned;
- Based on the management accounts and other information available on the _____ financial year, the income did not exceed R10,000,000.00 (ten million rands);
- Please confirm on the table below the B-BBEE level contributor, by **ticking the applicable box.**

100% black owned	Level One (135% B-BBEE procurement recognition)	<input checked="" type="checkbox"/>
More than 51% black owned	Level Two (125% B-BBEE procurement recognition)	<input type="checkbox"/>
Less than 51% black owned	Level Four (100% B-BBEE procurement recognition)	<input type="checkbox"/>

Please note that the Procurement score on your **B-BBEE Certificate** or your **B-BBEE Affirmation** must be exactly the same as the percentage entered onto the system depicted in Step 6-5

Step 6 - 5

Application form – Registration Details – B-BBEE Accreditation

B-BBEE Details				100% black owned	Level One (135% B-BBEE procurement recognition)
				More than 51% black owned	Level Two (125% B-BBEE procurement recognition)
				Less than 51% black owned	Level Four (100% B-BBEE procurement recognition)
Status Level	B-BBEE Contribution Level 1	Overall Score	135.00		
B-BBEE Certificate Date Issued	2020-09-09	B-BBEE Certificate Expiry Date	2021-09-09	B-BBEE Certificate	 B-BBEE Certificate
Black Ownership%	100.00	Black Female Owner%	100.00		
Number of Youth Employed	6	Number of Disabled Staff	0		
Annual Turnover	EME =				
Tax Clearance Certificate Date Issued	2021-02-05	Tax Clearance Certificate Expiry Date	2022-02-05	Tax Clearance Certificate	 Tax Clearance Certificate

Step 7

Application form – Nature of Business



The next screen is **Nature of Business** which was extended with additional competencies that can be selected onto the RT46 Contract, including:

- **Accessories** – Car Wash
- **Workshop Category** – Armoured Vehicles, Boats (Body Repairs), Boats (Mechanical), Generators, Mobile Clinics, Mobile Offices, Motorbikes
- **Workshop OEM Category** – Extended list of Motor Vehicle brands
- **Panel Beaters Accredited OEM Category** – Extended list of Motor Vehicle brands

PLEASE NOTE:

- Workshop OEM Categories are solely applicable to the vehicle dealership, i.e. the "Original Equipment Manufacturer"
- Panel Beater Accredited OEM Categories are solely applicable to Panel Beaters with the required Accreditation Certification from the OEM.

Step 7

Application form – Nature of Business



The next screen is **Nature of Business** - scroll down and select all relevant check boxes.

Nature of Business - Merchant X2

Received From: Contact X On: 21 September 2021 At: 14:17:39
Process ID: #255587 Process: Merchant Onboarding Group: Merchant Processing Version: 1.1

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

[? Online Help Manual](#)

Registration Details of Business

Trade Name Merchant X2	Comp Reg No 2012/123456/07	Merchant Code
Registered Name Merchant X2	VAT Reg No 123456789	Merchant Group Code
Holding Company Name (If part of group / franchise)	Holding Merc Code	Holding Group Code

Detailed Nature of Business

FITMENT CENTRE

FITMENT CENTRE - GLASS

Fitment and repair of Automotive Glass to various classes according to the specifications and requirements of the Original Equipment Manufacturer (OEM). Glass fitment must comply with the SABS / SANS 10240, 2005, 2014 (Ed. 3.00) Standards. All Fitments centres / Workshops must comply with the SABS / SANS 10372 Standards.

Passenger Commercial Chip Repair Yellow Metal Film & Tint

FITMENT CENTRE - TYRES

Fitment, repair and balancing of various classes of Automotive Tyres according to the specifications and requirements of the Original Equipment Manufacturer (OEM). Tyre fitment must comply with the SABS / SANS 1550-1:2017 (Ed. 2.2) Standards. All Fitments centres / Workshops must comply with the SABS / SANS 10372 Standards.

NOTE: The **Trade name** and the **Registered Name** must be the same as the company CIPC registration. If the Trade name is not reflected on the CIPC document, we require a document confirming the Trade name.

From this screen onwards it's possible to page forward and backward (**Please ensure your details are captured correctly and choose your Primary Nature of Business**).

- On this screen, the user can go back to the Registration screen
- When going to the next section, the captured fields are automatically saved
- The Next screen will route you to Labour Cost and Trade discounts.

Primary Nature of Business

(Populated by Detailed Nature of Business selections.)

Primary Nature of Business *

Workshop

[BACK \(Registration Details of Business\)](#)

[SAVE](#)

[NEXT \(Labour Cost And Trade Discounts\)](#)

[Reset](#)

Step 8

Labour Cost and Trade Discounts

Labour Cost And Trade Discounts - Merchant X2

Received From Contact X On 21 September 2021 At 14:20:45
Process ID #255687 Process Merchant Onboarding Group Merchant Processing Version 1.1
Show Branch History Show Process Notes

[? Online Help Manual](#)

Registration Details of Business

Trade Name Merchant X2	Comp Reg No 2012/123456/07
Registered Name Merchant X2	VAT Reg No 123456789
Holding Company Name (if part of group / franchise)	

Labour Cost And Trade Discounts

Labour Cost Rates

Brand Name	Labour Rate (Rand / hour)	Parts Discount (%)
Audi	<input type="text" value="1,500"/>	<input type="text" value="0.00%"/>
BMW	<input type="text" value="0"/>	<input type="text" value="10.00%"/>
Chrysler	<input type="text" value="0"/>	<input type="text" value="5.00%"/>
Ford	<input type="text" value="950"/>	<input type="text" value="0.00%"/>

You can navigate back to the Nature of Business screen

Click to Save

The next step in the process is to add Banking Details

If you Click on Reset, it will clear all information captured

[BACK \(Nature of Business\)](#)

[Save](#)

[NEXT \(Banking, Workshop and General Information\)](#)

[Reset](#)

Step 9.1

Application form – Banking, Workshop and General Information



Registration Details of Business

Trade Name

Registered Name

Holding Company Name (If part of group / franchise)

Comp Reg No

VAT Reg No

Please ensure that the correct account holder name is entered (Include (Pty) Ltd or CC as applicable)

Banking Details

Please use the universal branch code

Institution Name *

Account Type *

Branch Code *

Account Number *

Branch Name *

Account Holders Name *

Merchant Status at other Institutions (Supply Merchant number per Institution)



Step 9.2

Application form – Banking, Workshop and General Information (continued)

Workshop Details

Number of Work Bays *

Security (Y/N) *

Is Premises Insured (Y/N) *

24-hour Armed Response (Y/N) *

Closed-Circuit Television (Y/N) *

Alarm System (Y/N) *

Security Guard (Y/N) *

Secure Storage / Parking for Vehicles (Y/N) *

Step 9.3

Application form – Banking, Workshop and General Information (cont)

Motor Associations ::			
	Yes/No?	Membership Number	Proof of Membership
Are you a/an AA member?	<input type="text" value="Yes"/>	<input type="text" value="897564"/>	<input type="text" value="Demonstration Document.p..."/>
Are you a/an RMI member?	<input type="text" value="Yes"/>	<input type="text" value="49842"/>	<input type="text" value="Demonstration Document.p..."/>
Are you a/an RAAF member?	<input type="text" value="Yes"/>	<input type="text" value="RAAF 9:18"/>	<input type="text" value="Page 02.pdf"/>
Are you a/an SATA member?	<input type="text" value="Yes"/>	<input type="text" value="2345"/>	<input type="text" value="Demonstration Document.p..."/>
Are you a/an NAAGP member?	<input type="text" value="No"/>		
Are you a/an FAAA member?	<input type="text" value="Yes"/>	<input type="text" value="123123"/>	<input type="text" value="Demo.pdf"/>
Are you a/an HDI AAAF member?	<input type="text" value="No"/>		
Are you a/an SAARAA member?	<input type="text" value="No"/>		
Are you a/an SAMBRA member?	<input type="text" value="No"/>		
Are you a/an APVIMA member?	<input type="text" value="No"/>		
Are you a/an NAWCO member?	<input type="text" value="No"/>		
Are you a/an MWA member?	<input type="text" value="No"/>		
Are you a/an NAMMSA member?	<input type="text" value="No"/>		
Are you a/an ZATA member?	<input type="text" value="No"/>		
Are you a/an SAARSA member?	<input type="text" value="No"/>		

Step 9.4

Application form – Banking, Workshop and General Information (continued)

Insurance Details

<input checked="" type="checkbox"/> Covered for 3rd Party Losses of Customer Assets?	<input checked="" type="checkbox"/> Covered for 3rd Party Damages of Customer Assets?	<input checked="" type="checkbox"/> Covered for 3rd Party Theft of Customer Assets?
Insurance Company Name *	Policy Nr *	Payment Frequency *
<input type="text" value="Hollard"/>	<input type="text" value="654897"/>	<input type="text" value="Monthly"/>
Confirmation of Insurance Policy *	Policy Start Date *	Policy Expiry / Renewal Date *
<input type="text" value="Demonstration Document p..."/>	<input type="text" value="2021-02-01"/>	<input type="text" value="2022-12-31"/>

The applicant acknowledges that the Customer's Vehicle will not be treated in a manner that results in damage and/or Losses or potential damages and/or Losses being suffered by the Customer. Without limiting the Service Provider's liabilities or responsibilities in terms of this Agreement, the Service Provider will obtain insurance to cover its liability and responsibilities in terms of this Agreement.

The applicant acknowledges that the Customer's Vehicle will not be treated in a manner that results in damage and / or losses or potential damages and / or losses being suffered by the Customer. Without limiting the Service Provider's liabilities or responsibilities in terms of this Agreement, the Service Provider will obtain insurance to cover its liability and responsibilities in terms of this Agreement.

Merchant Confirmation and Verification that he / she **accepts all responsibility for the vehicles.**

Step 9.5

Application form – Banking, Workshop and General Information (continued)



Supporting Documentation

Document Description	Please Upload
Company Registration Documents	Demonstration Document.p... x
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 three months)	Demonstration Document.p... x
Bank stamped letter confirming the banking details	Demonstration Document.p... x
Company Resolution with authorised signatories, or a letter on Company Letterhead confirming the authorized signatories	Demonstration Document.p... x
Share Certificates/Ownership	Demonstration Document.p... x

[BACK \(Labour Cost And Trade Discounts\)](#) [SAVE](#) [NEXT \(Privacy Policy\)](#) [Reset](#)

You can navigate back to the Labour Cost and Trade Discount Screen

Click on "next" to proceed to the Privacy Policy.

NB: Do not click on **Reset** - it will clear all the information you have just entered

Step 10.2

Application form – Privacy Pre-evaluation (continued)



Add responses to all Privacy Materiality Evaluation Sections

Section 1: What personal information is processed by the Supplier or Third Party? *

Section 2: Whose personal information is processed by the Supplier or Third Party? *

Section 3: What is the purpose for the Supplier or Third Party processing the personal information? *

Section 4: Where is the personal information processed by the Supplier or Third Party?

Add responses to all Privacy Control Evaluation Sections

Section 1: The Supplier's/Third Party's Operational Risk and Business Controls *			
Number	Materiality Question	Response *	Describe if applicable
1	Has the Supplier or Third Party established and adheres to a data privacy policy or standard for the processing of personal information? *	Yes ▼	Describe
2	Has the Supplier/Third Party established governance procedures to identify and mitigate privacy risk including compliance risks relating to data privacy legislation and regulations? *	Yes ▼	My own text here

BACK (Banking, Workshop and General Information)

SAVE

NEXT (Confirmation)

Reset

You can navigate **back** to the Workshop and General Information section

Click on **“next”** to proceed to the Confirmation screen.

NB: Do not click on **Reset** - it will clear all the information you have just entered

Step 11

Application form – Confirmation and Declaration



Fleet Services Merchant Application Declaration

Declaration Documentation ⋮

	Please Upload *	
Merchant Declaration Form	<input type="button" value="Add"/>	No files found
Merchant Agreement	<input type="button" value="Add"/>	No files found
Government Addendum to Merchant Agreement	<input type="button" value="Add"/>	No files found
Addendum to Merchant Agreement	<input type="button" value="Add"/>	No files found

I, (Full Names) Merchant C, authorised representative of Company C, confirm that the above information is true and an accurate reflection of my business.

An One-Time PIN (OTP) has been sent via e-mail to MerchantC@mail.com, as well as via SMS to +27 12 345 6789. Kindly follow the following steps:

- Confirm all information captured to date.
 - If any information is incorrect, please select **Rework Fleet Services Merchant Update** button.
 - Alternatively, kindly provide confirmation acknowledgement to the accuracy and completeness of the information by checking the checkbox here above.
- Obtain the OTP code from either the e-mail and/or SMS sent. Provide the obtained OTP into the **One-Time PIN (OTP)** field.
- Confirm that the **OTP Verification Result** indicates a successful OTP Verification.
 - If failed or OTP not received, and a new OTP is to be issued, please select the **Resend OTP** option.
- Select the **Confirm Fleet Service Merchant Application** button (appearing upon successful confirmation acknowledgement and OTP verification).

One-Time PIN (OTP) *

OTP Verification Result ✓ OTP Verification Successful

Click on the arrows to download the documents

Click on the ADD to upload the documents

Please note: The compulsory declaration, agreement and addendum documents must first be downloaded and when completed, each page initialled and signed be added back onto the system . **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.

Tick the declaration at the bottom of the screen to complete the process and archive the task.

Step

11.1

You will receive the **One Time Pin (OTP)** via E-mail and / or SMS.

WesBank RT46 Government Tender: Fleet Service Merchant Application Confirmation and OTP - Merchant A



Wesbank Email
To: Jacobus Geldenhuys

↩ Reply

↩ Reply All

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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 Name Surname

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

Reference Nr: **36621**

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

OTP for the Confirmation and Verification screen.

366673

Step 11.2

Application form – Banking, Workshop and General Information



I, (Full Names) authorised representative of confirm that the above information is true and an accurate reflection of my business.

One-Time PIN (OTP) has been sent via e-mail to as well as via SMS to +27 . Kindly follow the following steps:

- 1. Confirm all information captured to date.
 - If any information is incorrect, please select **Update Fleet Services Merchant Application** button.
 - Alternatively, download, sign and upload the Declaration Documentation
- 2. Kindly provide confirmation acknowledgement to the accuracy and completeness of the information by checking the **checkbox** here above.
- 3. Obtain the OTP code from either the e-mail and/or SMS sent. Provide the obtained OTP into the **One-Time PIN (OTP)** field.
- 4. Confirm that the **OTP Verification Result** indicates a successful OTP Verification.
 - If failed or OTP not received, and a new OTP is to be issued, please select the Resend OTP option.
- 5. Select the **Confirm Fleet Service Merchant Application** button (appearing upon successful confirmation acknowledgement and OTP verification).

One-Time PIN (OTP) *
787221

OTP Verification Result
✓ OTP Verification Successful

Merchant Application Resend OTP Confirm Fleet Service Merchant Application Reset

Tick the check box to confirm all the details on the application are correct.

Enter the OTP you received via email and/or SMS.

This button will appear when the declaration checkbox is ticked, and the OTP is verified.

Click on the **Confirm** button and your application will be submitted to a Consultant.

A stylized teal cityscape illustration at the top of the slide, featuring various building silhouettes, a prominent tower, and birds flying in the sky.

Final verification by the merchant onboarding consultants

- Once the Merchant has submitted their registration details, they will be verified and checked by the Merchant Onboarding Consultants.
- Should the consultants find any discrepancies, they will forward the details back the merchant as an E-Mail with “comments” on the changes / corrections to be done.
- **Please ensure that any corrections and / or additions are submitted on the system.**
- **Please do not email your updated information – the consultants are not authorised to load them onto the system.**
- When you receive the notification, you will need to log into the system again and complete the following steps:
 1. Click on **Pending Tasks** or **Tasks in Total**.
 2. Click on the grey **Fleet Services Merchant Application [Name of your company]** block.
 3. Go down to the bottom of the screen and click on **Update** (or click on **Next** until you get the Update button)
 4. The system will open for you to do changes and upload documents.
 5. When you are finished, verify by ticking the checkbox, entering the OTP and clicking on **Confirm Fleet Service Merchant Application**.
 6. The **OTP** is e-mailed to the initial contact details e-mail address.
- When the process is completed and your company is successfully onboarded, you will receive an email confirming that you are successfully added to the RT46 Merchants list.
- WesBank will then send inspectors to your company to conclude the Technical Verification.



Standard challenges experienced by merchants during the onboarding process

ID Documents

Challenge: ID number captured incorrectly – does not correspond with uploaded ID document, not certified, older than 3 months.

Rectification Action:

Directors IDs needs to be certified, signed, dated by a Commissioner of Oath, not older than 3 months.

Shareholders IDs

Challenge: Missing or non-certified ID documents of all the Shareholders of the company.

Rectification Action:

Shareholders IDs needs to be certified, signed, dated by a Commissioner of Oath, not older than 3 months.

Company Registration Documents

Challenge: No CIPC Documents

Rectification Action: Upload the company registration documents (CIPC), with all Directors.

Company Shares Certificates

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

Rectification Action: Merchant to upload copies of the share certificate(s) and/or supporting documents (CIPC company registration CoR 14.3). a letter on company letterhead must be submitted, stating who has shares and the % shares per person with Full Names and ID numbers.

Sole Proprietor 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 Third-Party Insurance claims. Please make sure that all 3 tick boxes are ticked if you have 3rd party insurance. These tick boxes are not compulsory however you must supply and upload a valid and current Insurance Policy onto the system.

A stylized illustration of a city skyline with various buildings, including a prominent tower, and birds flying in the sky. The background is a light blue gradient with soft, rounded shapes.

Standard challenges experienced by merchants during the onboarding process (cont.)

B-BBEE Certificates

Challenge: Merchant's B-BBEE Certificate not certified, signed, dated and/or certified by a Commissioner of Oaths.

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

Bank Documents

Challenge: Bank branch code has been incorrectly uploaded.

Challenge: Bank account number has been incorrectly uploaded.

Challenge: Account Holders Name not completed correctly.

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 tax clearance certificate of the **current FY**, preferably on the day of registration on the RT 46 system. Reason must be for good standing.

Merchant Affiliation Membership

Challenge: The Merchant uploaded the proof of merchant association / membership documents but marked it as 'no.' Certificate expired or no registration number.

Rectification Action: If the merchant belongs to any association, the 'yes' box must be ticked.

Company Signed Resolution

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

Standard challenges experienced by merchants during the onboarding process (cont.)

Telephone numbers

+27 replaces the 0 in front of your **Mobile** and **Landline** number.

Tel No is your **Landline** number.

Registered Address

Must be the same as on the CIPC document.

Workshop Address

Please ensure that your Workshop Address is correct and that it appears on the **Google Map** in the Portal.

Add correct GPS co-ordinates

Postal Address

Must be the same as on the CIPC document

General

Please upload legible clear copies of all the required documents.

Details of appointed contact persons

	Name *	Surname *	Title *	Designation *	Escalation	Mobile No	Tel No *	Fax No
<input type="checkbox"/>			Miss	Director	1	+27 64 .	+27 (10) 020 4488	+27 (10) 020 4
<input type="checkbox"/>			Mrs	Director	2	+82 .	+27 (12) 321 5649	+27 (12) 654 8

NEXT (Nature of Business) Reset



TAX CLEARANCE CERTIFICATE



TAX COMPLIANCE STATUS
PIN Issued



Enquiries should be addressed to SARS:

Contact Detail

SARS
Alberton
1528

Contact Centre Tel: 0800 00 SARS (2277)
SARS online: www.sars.gov.za

Details

Taxpayer Reference Number: 9057273228

Always quote the reference number when contacting SARS

Issue Date: 2021/04/07

Dear Taxpayer

TAX COMPLIANCE STATUS PIN ISSUED

The South African Revenue Service (SARS) has issued your tax compliance status (TCS) PIN as indicated below:

TCS Details:



TAX COMPLIANCE STATUS PIN ISSUED

The South African Revenue Service (SARS) has issued your tax compliance status (TCS) PIN as indicated below:

TCS Details:	
Taxpayer Name	[Redacted]
Trading Name	[Redacted]
Tax Reference Number(s)	IT - 9 [Redacted] Vat - 4 [Redacted] PAYE - [Redacted]
Purpose of Request	Good Standing
Request Reference Number	[Redacted]
PIN	[Redacted]
PIN Expiry Date	07/04/2022

Income Tax No

VAT No

PAYE No

Merchant Onboarding Manual

Thank you