

# How to set-up your VodaPay Vending services on your VodaPay Kwika Card Machine



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# Glossary

It is recommended that you browse through the list of glossary entries before you get started. All glossary entries in this document appear in italics.

<b>Term</b>	<b>Description</b>
<b>VodaPay Vending</b>	A point of sale and administrative system that enables merchants to sell airtime and electricity Vouchers/Tokens, as well as accept account payments for EasyPay and DStv, all through the use of a Point-of-Sale (POS) terminal. VodaPay Vending is part of our Value-Added Services (VAS).
<b>Voucher/Token</b>	The SMS that includes the amount of airtime/electricity and the PIN number/token to be entered on the mobile phone/electricity meter.
<b>Service Provider</b>	Any provider that the VodaPay Vending system interfaces with in order to ensure service is provided to the end user or customer. These include municipalities, mobile networks, vending companies and others.
<b>Retail Price</b>	The price at which a Voucher/Token is sold to the end user or customer. If they pay for R20 airtime/ electricity, a Voucher/Token is sent for R20.
<b>Sale</b>	A Voucher/Token sold to an end user or customer according to the Retail Price.
<b>Purchase</b>	A Voucher/Token bought by the merchant from the distributor via the VodaPay Vending system. In order to determine the purchase price, the commission is deducted from the Retail Price.

# Getting Started

Welcome to the VodaPay Vending Merchant POS User Guide. This user guide explains how to sell airtime and electricity Vouchers/Tokens, as well as accept account payments for EasyPay and DStv using a POS terminal.

## The VodaPay Vending main menu

The main menu provides access to the different services that are available from the application. After selecting a service, you will be able to perform transactions specific to that service, e.g. to sell airtime vouchers. The following menu options are available:



Transactions	For more info
<b>Airtime</b> – Enables Admin user to sell airtime and data vouchers to customers.	See page11
<b>Electricity</b> – Enables Admin user to sell electricity tokens to customers.	See page 15
<b>Account payment</b> – Enables Cashier users to effect EasyPay Invoice Payments, DStv and other account (bill) payments on behalf of customers.	See page 22
<b>Reports</b> – Enables Admin user to get and print reports, e.g. account balances, statements, daily purchases.	See page 28
<b>Administration</b> – Enables Admin user to resend a token or voucher and to view your merchant details.	See page 33



**Note:** You will be required to log in with your admin password in order to perform a transaction on the system.

# Getting Started – card machine set up

Once you have:

- Been successfully on boarded as a POS merchant
- Received your new card machine

## Procedure

1. Power up your card machine
2. Click the  button to access the VodaPay VAS Vending services
3. Enter your unique admin password to proceed
- Press the  button and scan the QR code to access our Ts&Cs
5. If the Ts&Cs are declined, access to the VodaPay Vending app is blocked
6. If Ts&Cs are accepted, access will be granted
7. Click the  button to load VAS products to your card machine.

Important note: Due to the device limitation, the Vending solution for the VodaPay Kwika has to SMS both merchant and customer their receipts.

Ensure the merchant has confirmed the SMS receipt as correct on the CONFIRM SMS screen before pressing the green button.



**Note:** The VodaPay Vending option will be available by default on the Kwika card machine. Press the green button to locate the VodaPay Vending option. If the option is not available, please refer to Page 37.

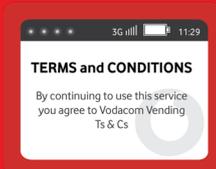
# Getting Started – card machine set up continued



1. Access Value-Added Services (VAS) by clicking the  button.



2. Select VAS on the Payments Menu and enter your admin password.



3. Read and accept the T&Cs by pressing  button before selling VAS. Press the  button to download products.



4. You are now ready to sell, go ahead and select the product you want.

## How to set up your EasyPay Number

The EasyPay Number information must be inserted just before you top up yourVodaPay Vending Account.

Your EasyPay number is an 18-digit number (starting with "92187") that you must use as a reference for bill payments in all top up payments you make into your VodaPay Vending Account.

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## Top up your VodaPay Vending Account to enable you to start trading

Once you have set up your card machine, you need to top up your VodaPay Vending account to be able to trade. There are 5 methods to make payment to Vodacom.

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### Option 1: VodaPay App

- If you do not have the VodaPay App, you can download it from Apple App Store or Google Playstore.
  - Once you are set up and have a Wallet with money and/or a credit card linked as an alternative payment method, you can also use this app to top up your VodaPay Vending account.
  - Open your VodaPay App on your smart phone
  - Select "EasyPay bill" button
  - Key in your EasyPay number where it prompts for EasyPay Account No.
  - Key in the amount
  - Select to pay from Wallet or card
  - Make payment
  - You will receive "Success" on App and by SMS or email depending what you selected
- 

### Option 2: MyVodacomApp

- If you are a Vodacom customer please open the My Vodacom App on your mobile phone
- Click "Buy" for myself
- Select "Pay Bills"
- Select "EasyPay"
- Key in your EasyPay Number and Cellphone number
- Key in amount
- Select how to pay, by Bank Card or VodaPay
- If you selected bank card, read, understand and agree to ts&c's
- Select your card details you want to use or add a new card
- Put in "CVV"
- Select pay amount
- Put in OTP received on SMS
- You will receive "Success" on App and by SMS

### Option 3: Online go to <https://www.easypay.co.za/payaccounts/index>

- Please register with your name and mobile number
  - When logged in on the website, Select "Pay Accounts"
  - Key in your EasyPay number in the "Easy Pay Number" box
  - Key in your Reseller or Merchant Name in the "Account Reference" box
  - Key in the amount you want to top up your wallet with.
  - You will be taken to the payment gateway
- 

### Option 4: EasyPay App

- Please download the EasyPay from your App Store
  - Register with you name and mobile number
  - Select "Pay Bill"
  - Select "EasyPay Bill" enter your 18 digit EasyPay number
  - Select "Verify"
  - Select "Pay"
  - Select Popular or Other amounts and key in amount
  - Select Masterpass and proceed add a card or use your card to pay
- 

### Option 5: EasyPay pay points at selected retailer store. (Normally at the financial services counter)

- Note: When topping up your VodaPay Vending Account at your selected retail store: simply inform the person at the pay point you wish to make a bill payment
  - Your broker or agent will provide you with a list of the EasyPay pay points in your area
  - Select "Verify"
  - Select "Pay"
  - Select Popular or Other amounts and key in amount
  - Select Masterpass and proceed add a card or use your card to pay
- 

### You can also view the EasyPay number from your VodaPay Kwika Card Machine:

- Press **F2**
  - Press the  to select the Admin menu.
  - Press the  to select "Report" and press the .
  - Press the  to select "VAS Report"
  - Enter your admin password
  - Press the  arrow to select "EP number and press ."
- 

### Electronic/Web Channels

Please remember, when paying monies using on one of EasyPay Internet/Mobile Application platforms using your EasyPay" number provided by your sales agent or VodaPay Support Desk.

**Note:** Monies paid using your specific EasyPay number will reflect in your wallet balance once EasyPay receives notification from the retailer that the funds being paid is deposited. These times may vary depending on the channel/retailer.

## Top up your VodaPay Vending Account at more than 4000 EasyPay points

VodaPay Vending payments to top up your VodaPay Vending account may be performed at a large number of participating EasyPay channels and retailers. Monies may be paid using the EasyPay payment method available at selected retailers/collectors using your **EasyPay number** provided by your sales agent or VodaPay Support Desk.

### EasyPay Top Retail Collector Stores

Visit any of the retailers that can accept EasyPay payments that is closest to your business. Make a note of your EasyPay number as you need to provide that to the retailer/collector in order to do your top up your VodaPay Vending account.

### Top 10 Collectors

Pick n Pay Franchise/Stores (including Boxer)

Caltex

CiGi Cell (Spar)

Woolworths

Game

Ackermans

Kazang Connect

Makro

RA Cellular

Builders Warehouse

**Note:** Monies paid using your specific EasyPay number will reflect in your wallet once EasyPay receives notification from the retailer that the funds have been deposited. These times may vary depending on the channel/retailer.

# How to log into the VodaPay Vending App



Enter your admin password and press the  button.



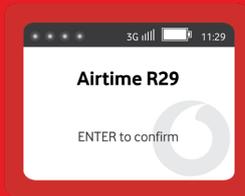
**Note** The system will time out your session after 60 seconds of inactivity. This is done for security reasons. If your session expires, you will have to log in again if you wish to perform another transaction on the system.

# Airtime

The **Airtime** menu option enables admin user to sell airtime vouchers to customers.



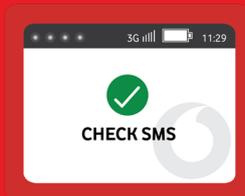
1. Select the network your customers want to buy a pinned voucher for.



2. Select the amount and press the  button.



3. Confirm the customer's details and press the  button, if correct.



4. Enter the amount the customer has purchased and press the  button.

# Airtime continued

The airtime **SMS** includes the following details:

- Store name
- Product serial number
- Product PIN
- Help instructions on loading the product
- A barcode to aid the cashier

VPS Kwika Test Account 3  
Vodacom 50MB R12  
AMT: R12.00  
SN: 21539217174  
PIN: 20639773803135  
Inst: To Recharge dial \*100\*01\*VoucherPin#  
Help: For help dial 135

The merchant SMS includes the following details:

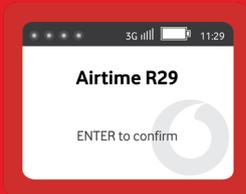
- Product name
- Price
- Serial number
- Your account balance (SOV)

Merchant copy  
Vodacom 50MB R12  
AMT: R12.00  
SN: 21539217174  
SOV: R52.79

# Accepting Card Payments



1. Select the network your customers want to buy a pinned voucher for.



2. Select the amount and press the  button.



3. Confirm the customer's details and press the  button, if correct.



4. Enter the amount the customer has purchased and press the  button.



# Accepting Card Payments continued



Press the  button to confirm the customer SMS number.

Select Option 2 "Card" and press the green button



Insert, Tap or swipe the customer's card and allow the customer to enter their PIN to start the transaction.



Confirm the account type with the customer and select on screen. Press the  button to select.

- Card type dependent, may not be shown.

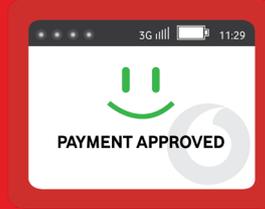


To receive an email receipt, select "yes" and press  button.

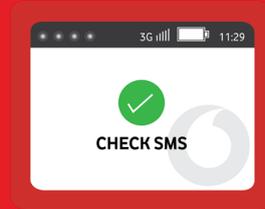


Enter the customer's number to send a SMS copy of the card payment and press the  button to continue.

# Accepting Card Payments continued



Card payment transaction has been successful and the vending sale will now begin, press the  button to continue.



Vend transaction has been successful and SMS with details sent to the number provided.



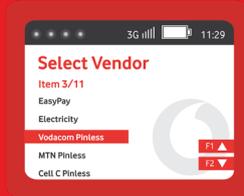
Press the  button to exit, both card payment and vend transactions have been successful.



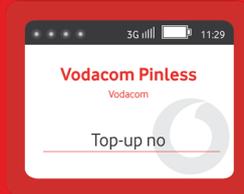
**Note:** Should we need to process a card payment reversal, your VodaPay Kwika device will not reflect this in the transaction history. You will only receive SMS confirmation. Should customers query the success of the reversal, please advise them to check their bank statement for confirmation of the reversal.

# How to sell pinless airtime

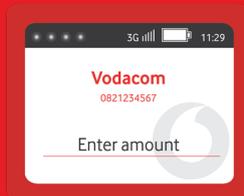
The **Airtime Top up** menu option enables Admin user to sell Pinless airtime to customers which is directly topped up to their cellphone.



1. Select the network the customer wants to send airtime to.



2. Enter the customer's number to top up (receive airtime) directly and press the  button.



3. Enter the amount to top up and press the  button.

# How to sell pinless airtime continued

The **Airtime Topup** menu option enables Admin user to sell Pinless airtime to customers which is directly topped up to their cellphone.



4. Enter the mobile number to send the receipt to.



5. Confirm the number, if correct press the  button or the  button to re-enter the number



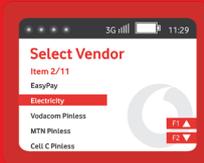
6. Transaction has been successful and SMS with details sent to the number provided.

VPS Kwika Test Account 3  
Vodacom Pinless Vodacom  
NUM:0821234567  
AMT: R2.00  
Inst:  
Help: For help dial 135

Merchant copy  
Vodacom Pinless Vodacom  
NUM:0821234567  
AMT: R2.00  
SOV: R155.41

# Electricity - Token

The **electricity** menu option enables Admin user to sell electricity vouchers to customers.



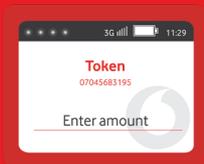
1. To sell prepaid electricity, select Token.



2. Enter the customer's meter number and press the  button.

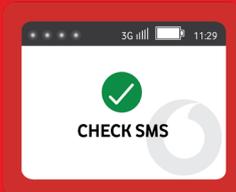


3. Confirm the customer's details and press the  button, if correct.



4. Enter the amount the customer and press the  button.

# Electricity - Token continued



6. Enter the mobile number to send the receipt to.

7. Confirm the number, if correct press the  button or the  button to re-enter the number.

8. Transaction has been successful and SMS with details sent to the number provided.

# Electricity - Token continued

The **electricity Token SMS** includes the following details:

- Electricity provider Tariff
- Meter number
- Receipt number
- Amount
- Credit token

VPS Kwika Test Account 3  
Cape Town. HomeUser  
Meter #:07111795139 SGC:610 KRN:2 TI:0  
Receipt: 12023470  
Amount: R86.96  
SaleCred(kWh: 32.5) 0376 8282 0004 8196 0023

The **merchant Token SMS** includes the following details:

- Electricity provider tariff
- Meter number
- Receipt number
- Amount
- Your account balance (SOV)

Merchant copy  
Cape Town. HomeUser  
Meter #:07111795139 SGC:610 KRN:2 TI:0  
Receipt: 12023470  
Amount: R86.96  
SOV: R56.85

## How to claim a Free Basic Electricity token (FBE)



1. Select FBE Token and press enter.



2. Enter the customers meter number and press the  button.



3. Confirm the customer's details and press the  button, if correct.

## How to claim a Free Basic Electricity token (FBE) continued



6. Enter the mobile number to send the receipt to.



7. Confirm the number, if correct press the  button or the  button to re-enter the number.

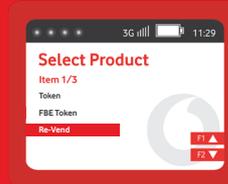


8. Transaction has been successful and SMS with details sent to the number provided.

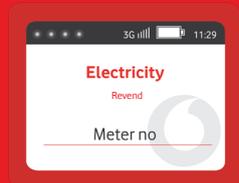
VPS Kwika Test Account 3  
Ekurhuleni  
Meter #0711795139 SGC:610KRN:2 TI:0  
Receipt: 40258486  
FBECred(kWh:100) 6640 4144 8766 4041

Merchant copy  
Ekurhuleni  
Meter #07111795139 SGC:610KRN:2 TI:0  
Receipt: 40258486  
SOV: R15671.97

# How to re-vent an electricity token



1. To reprint an electricity token, select "Re-Vend".



2. Enter the customer's meter number and press the  button.



3. Confirm the customer's details and press the  button, if correct.

## How to revent an electricity token continued



6. Enter the mobile number to send the receipt to.



7. Confirm the number, if correct press the  button or the  button to re-enter the number.



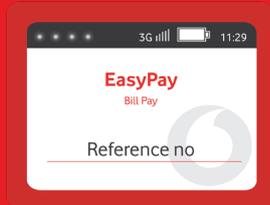
8. Transaction has been successful and SMS with details sent to the number provided.

# EasyPay

The **EasyPay** menu option enables the admin user to pay bills on behalf of the customer.



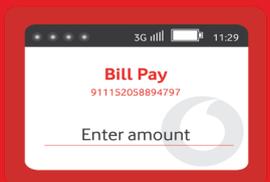
1. Press the  button to make a EasyPay Bill Payment.



2. Enter the customers EasyPay reference number.

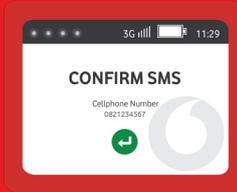


3. Confirm the details of the Bill Payment as well as the minimum vend amount due with the customer. Press the  button to continue.



4. Enter the amount the and press the  button.

# EasyPay continued



VPS Kwika Test Account 3  
EasyPay Vodacom Payment Services (Pty) Ltd  
ACC: 921874238603448296  
Vodacom Payment Services (Pty) Ltd: R130.00

6. Enter the mobile number to send the receipt to.

7. Confirm the number, if correct press the  button or the  button to re-enter the number

8. Transaction has been successful and SMS with details sent to the number provided.

Merchant copy  
EasyPay Vodacom Payment Services (Pty) Ltd  
ACC: 921874238603448296  
Vodacom Payment Services (Pty) Ltd: R130.00  
SOV: R73.76

## How to pay a DStv Box Office account



1. Select the DStv Box Office option and press the  button.

2. Enter the customer's reference number and press the  button.

3. Confirm the customer's details and press the  button, if correct.

4. Enter the amount the customer and press the  button.

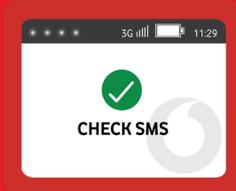
## How to pay a DStv Box Office account continued



5. Enter the mobile number to send the receipt to.



6. Confirm the number, if correct press the  button or the  button to re-enter the number.

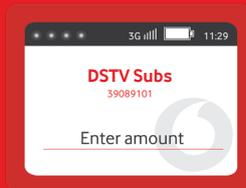


7. Transaction has been successful and SMS with details sent to the number provided.

VPS Kwika Test Account 3  
DSTV Box Office  
ACC: 1020072333  
MultiVid: R10.00

Merchant copy  
DSTV Box Office  
ACC: 1020072333  
MultiVid: R10.00  
SOV: R86.72

## How to pay a DStv subscription account



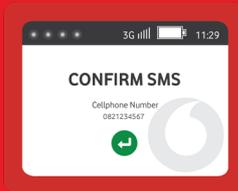
1. To take payment for a DStv subscription.

2. Enter the customer's reference number, ID number or smartcard number and press the  button.

3. Confirm the customer's details and press the  button, if correct.

4. Enter the amount the customer and press the  button.

## How to pay a DStv subscription account continued



VPS Kwika Test Account 3  
DSTV Subs  
ACC: 1020072333  
MultiSub: R10.00

5. Enter the mobile number to send the receipt to.

6. Confirm the number, if correct press the  button or the  button to re-enter the number.

7. Transaction has been successful and SMS with details sent to the number provided.

Merchant copy  
DSTV Subs  
ACC: 1020072333  
MultiSub: R10.00  
SOV: R44.29

# Report



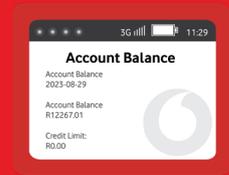
The **Report** menu option enables Admin user to get reports. The following options are available:

- Account Balance – This option will display the merchant's total remaining balance on the terminal.
- View EasyPay (EP) Number - This option will display the merchant EasyPay number. This is the number the merchant will use as reference when topping up the VodaPay Vending account.
- Statement – This option will display the opening balance, all sales that have been made for the selected day and the closing balance.
- Daily Purchases – This option will display all tokens and vouchers sold for the day with the retail price and commission earned.



**Note:** EP Number cannot be sent via SMS and will need to be written down! The EP Number will ALWAYS start with 92187!

# How to get your account balance

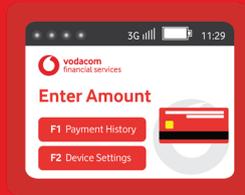


1. Press **F2** to access the “Admin” menu and press the  button.

2. Scroll down and select “Report” and then select the “VAS Report” to see all related reporting.

3. Select “Account Balance” to see the available balance in your account as well as if applicable any credit limit available to you.

# How to view your EasyPay number

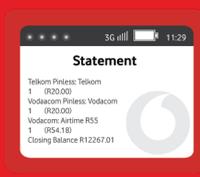


1. Press **F2** to access the “Admin” menu.

2. Scroll down and select Report and select “EP number”.

3. The EP number is shown on screen. The EP number will always start with **92187**.

# How to get a statement

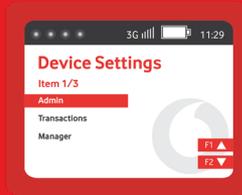


1. Press **F2** to access the “Admin” menu.

2. Scroll down and select “Report” and then select the “VAS Report” to see all related reporting.

3. Select “Statement” to see the all transactions which were done on the day. To scroll down, press the down arrow on your card machine to see all transactions and the closing balance.

# How to get a Daily Purchases Report



1. Press **F2** to access the “Admin” menu.

2. Scroll down and select “Reports” and then select the “VAS Report” to see all related reporting.

3. Select “Daily Purchases” to see the all transactions which were done on the day. To scroll down, press the **▼** arrow on your card machine to see the total transaction amount and commission earned.

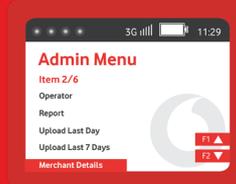
# Administration

The **Administration** menu option enables Admin user to perform administrative tasks. The following options are available:

- Merchant details
- Resend token or voucher



# How to access your merchant details



1. Press **F2** to access the "Admin" menu and press the  button to proceed.

2. Scroll down and select Merchant Details and press the  button.

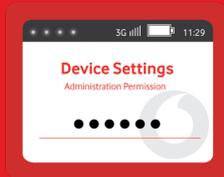
# Updating your app

For your device to access the VodaPay VAS Vending functionality, your app version needs to be at least version 1.3.17.

If your app version is lower than version 1.3.17, try these steps to update your app.



Press the **F2** button to access the “Manager” menu and press enter

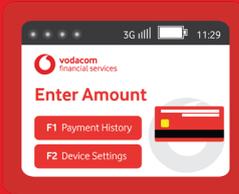


Enter your unique admin password



Scroll down and select the Update XTMS App to download the latest app version immediately to the device.

# How to resend a token or voucher



1. Press **F1** to access the "Payment History" menu.



2. Scroll down and select Resend Last.



3. The device will only bring back the LAST VAS transaction completed and ask for the admin password.



4. The number the original transaction was sent too is returned, so the merchant can fix the typo and resend or enter another number completely.

# Customer Care and Support

If you are experiencing any problems, feel free to contact VodaPay Support Desk at:

Phone: **0800 000 654**

 : **072 605 9421**

Email: [Vendsupport@vodacom.co.za](mailto:Vendsupport@vodacom.co.za)

Web: <http://voda.com/acceptpayments>

## Call centre operating hours:

Monday to Sunday 7am to 7pm with after-hours support for emergencies.

**Vodacom South Africa**

**Alternatively, scan the QR code below  
for more**

