

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



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Getting Started

Welcome to the VodaPay Vending Merchant POS User Guide. This user guide explains how to setup your vending account to sell prepaid products like airtime for all networks, electricity, take bill payments and more using your card machine.

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:



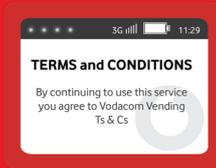
Transactions	
<p>Airtime – Enables Admin user to sell airtime and data vouchers to customers.</p>	
<p>Electricity – Enables Admin user to sell electricity tokens to customers.</p>	
<p>Account payment – Enables admin users to effect bill payments on behalf of customers.</p>	
<p>Gaming – Enables Admin user to sell gaming tokens to customers.</p>	



Note: With the VodaPay Kwika card machine you can always accept card payments when selling vending products or services such as electricity or airtime and so much more.

Getting Started – card machine set up

Once you have been successfully onboarded as a POS merchant, within 48 hours your VAS will be unlocked on your card machine.



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.



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 [Click here](#)

EasyPay Number

The EasyPay number must be used to top up your VodaPay Vending account. Your EasyPay number is an 18-digit number (starting with 92187).

Top up your VodaPay Vending Account to enable you to trade

Once you have set up your device, you need to top up your VodaPay Vending account to be able to trade. There are 4 methods to make payment to Vodacom.

• Option 1) VodaPay App

- | | |
|---|--|
| <ul style="list-style-type: none">- 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.- Click the magnifying glass, in the upper right hand, and search for "EasyPay" then select the EasyPay icon. | <ul style="list-style-type: none">- Key in the amount.- Select to pay from Wallet or card.- Make payment.- You will receive a "Success" icon in the App and by SMS or email depending on your preference. |
|---|--|

Option 2) If you bank with Capitec Bank

- | | |
|---|--|
| <ul style="list-style-type: none">- Log into your banking app.- Click on Transact.- Click on "Pay Bills". | <ul style="list-style-type: none">- Select or search for "Vodacom Payment Services".- Enter your EP number and click on confirm.- Review the details and click "Pay now" to top up your balance. |
|---|--|

• Option 3) Retail

- Boxer.
- Pick 'n Pay.
- Spar.
- Ackermans.

- Game.
- Makro.
- Woolworths.

Option 4) Online go to <https://www.easypay.co.za/>

- 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.

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: Money paid into your vending account using your unique EasyPay number will reflect within minutes using the VodaPay app or Capitec. Retail times may vary.

Report



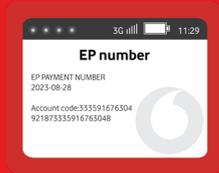
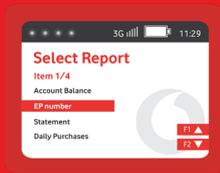
The **Report** menu option enables Admin user to get reports. The following options are available:

- 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: You are only able to see reports for the day. If you have not made any sales an error message will be returned.

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**.

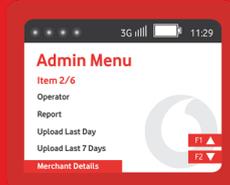
Administration

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

- Merchant details: You will need this information should you need to contact our Support number for assistance.
- 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.

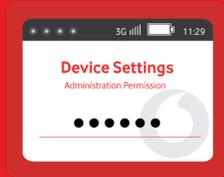
Updating your app

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

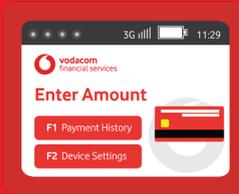


Enter your unique admin password

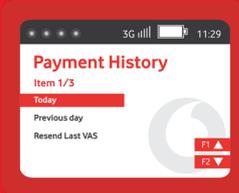


Scroll down and select the Update XTMS App to download the latest app version immediately to the device.

How to resend a token or voucher



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



2. Scroll down and select Resend Last.

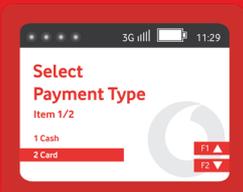
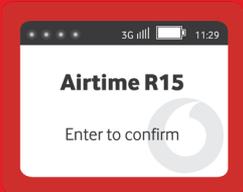


3. The device will only bring back the LAST VAS transaction completed and ask for the admin password.



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.

How to sell universal airtime (EasyLoad)



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

2. Select the amount and press the  button.

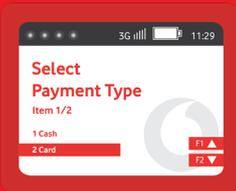
3. Confirm the customer's details and press the  button, if correct.

4. Confirm the customer's preferred method of payment and press  button.

How to sell universal airtime (EasyLoad) - continued



5. If the customer has chosen "Card" in the step above, you can tap or insert the bank card to accept payment.



6. If available, confirm the customer's bank account type and press the  button.

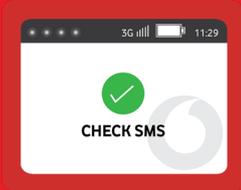


7. To receive a merchant copy of the transaction, select "Yes" on e-Receipt and enter's the customer's number to provide a copy of card transaction via SMS.



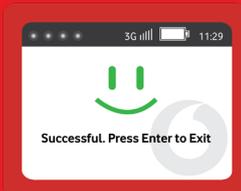
8. Card payment is now processed and approved.

How to sell universal airtime (EasyLoad) - continued



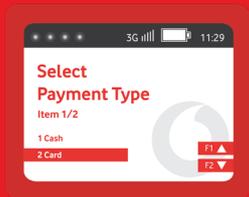
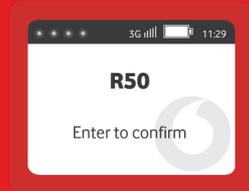
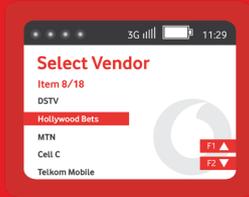
9. The customer is sent their token or voucher via SMS and the merchant a balance SMS.

Note: Please inform your customer to carefully follow the instructions in the SMS.



10. The transaction is now complete and the customer can be handed their card.

How to sell gaming vouchers (Hollywood Bets)



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

2. Select the amount and press the  button.

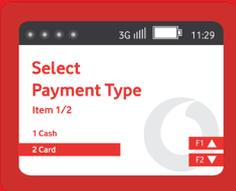
3. Confirm the customer's details and press the  button, if correct.

4. Confirm the customer's preferred method of payment and press  button.

How to sell gaming vouchers (Hollywood Bets) - continued



5. If the customer has chosen "Card" in the step above, you can tap or insert the bank card to accept payment.



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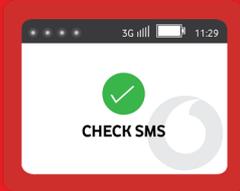


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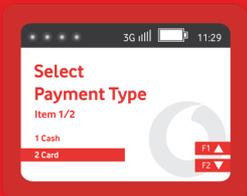
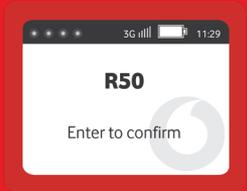
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How to sell gaming vouchers (OTT Vouchers)



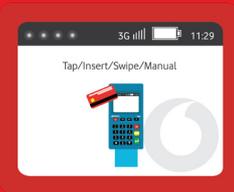
1. Select the network your customers want to buy a pinned voucher for.

2. Select the amount and press the  button.

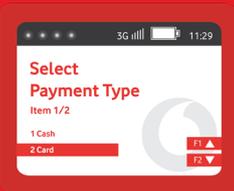
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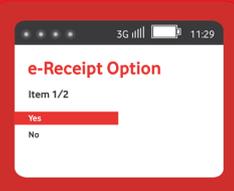
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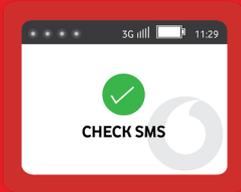


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How to sell gaming vouchers (OTT Vouchers) - continued



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Customer Care and Support

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

Phone: **0800 000 654**

WhatsApp: **072 605 9421**

Email: Vendsupport@vodacom.co.za

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

Call centre operating hours:

Monday to Sunday 7am to 7pm every day (including public holidays).

If you would like to learn more about how VodaPay Vending works, please click the button below to visit our VodaPay Business Support Portal.

[Click here](#)



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