SMARTLOAD & SMARTRICA

RICA CONNECT AND RECHARGE

Your complete guide to making money, selling airtime and activating starter packs

SMARTLOAD

*130*678#

SMARTRICA

*130*7422#

SMARTRICA

WHAT IS RICA?

It is a law that requires ALL new customers (Pre-paid, Top Up and Contract) to register their SIM cards. To be able to register new prepaid starters for RICA, you need to be registered as a RICA agent.

HOW DO I REGISTER TO BECOME A SMARTRICA AGENT?

Complete the RICA agent registration form (www.smartcall.co.za) and post or deliver the completed form with a originally certified copy of your ID and proof of address to Smartcall Smartrica, PO Box 412041, Craighall, 2024.

HOW DO I REGISTER CUSTOMERS ONCE I HAVE RECEIVED MY AGENT ID AND PASSWORD?

You have to verify the customer's ID and proof of address before you register a starter pack for them.

1.1 USSD – INDIVIDUAL REGISTRATION – DIAL *130*7422# (*130*RICA#)

You can dial *130*7422# toll free to enter the customer's details. There is a time limit on each session but if your session times out, all you have to do is dial *130*7422# again and you will be prompted for the rest of the customer's details. You will not be required to enter all the details again. Your registered cellphone number will be used as your agent code for the USSD solution. You can register more than one RICA agent by selecting option 5 on the USSD menu. You have to verify the agent's proof of ID and address. You can register Vodacom, MTN, Cell C, Telkom Mobile and Virgin Mobile customers via this solution.

1.2 USSD BOX REGISTRATION

You can now allocate all 20 Smartcall starters in a box to one outlet by only capturing the box number and reference. We will automatically allocate 20 starters. This will reduce time spent at each store as your sales representatives does not have to capture all 20 ICCID's anymore. Your RICA agent will then do the "Change of Ownership" to register the starter in the customer's name to qualify for Smartcall promotional support of R10.

HOW DO I CHECK THE STATUS OF A RICA REGISTRATION?

Last Registration Status:

*130*7422*12*1#

Last 3 Registrations Status:

*130*7422*12*2#

Specific Registration Status:

*130*7422*12*3*[SUBSCRIBER_ID]#

1.3 WEBSITE

You can register customers via the website if you have access to the Internet. You will have to enter the RICA agent code and password that was SMS'd to ther registered cellphone number. Go to www.smartcallonline.co.za

1.4 SMARTRICA ONLINE

The following functionality is available via our website if you have WAP access on your cellphone or PC.

CUSTOMER REGISTRATION FOR VODACOM, MTN, CELL C, TELKOM MOBILE AND VIRGIN

CHANGE OF OWNERSHIP

RICA AGENT REGISTRATION

Once you've logged onto www.smartcallonline.co.za you need to select RICA (Option 3) to go to the Rica functionality.

HOW MUCH CAN I EARN AS A SMARTRICA AGENT?

As a registered RICA agent you earn R20 promotional support every time you successfully register and activate a new Vodacom Smartcall Power Pack SIM card. For a starter pack to activate, it needs to dial more that R20 (excluding value added services). Make sure you sell more than R20 airtime every time you RICA and connect a new starter pack.

Your commission will be paid into your Smartload wallet on a bi-weekly basis.
To see the current Vodacom starter pack activation rule dial ***130*7422*15#**.

SMARTCALL RICA GROUP NAME

Make sure you are registered under Smartcall's RICA GROUP NAME to take part in this incentive. You will receive an SMS confirmation when you are registered as a RICA agent. The RICA GROUP NAME in the SMS should be: 9SMART

HOW DO I RICA, CONNECT AND ACTIVATE A NEW VSP2 STARTER PACK?

Dial *130*7422# and follow the prompts. You have to verify the customer's ID and proof of address. Insert the new SIM card in the customer's phone. The customer needs to switch on the phone and connect to the network. The customer will receive an SMS with the new cellphone number. Make sure to recharge at least R22 airtime to the new cellphone number.

Please allow a few minutes for the new number to register completely on the network before you process a recharge.

STATUS CHECK OF A REGISTRATION

Dial ***130*7422*12*1#** to find out the status of your most recent SmartRICA registration.

HOW DO I REGISTER A RICA AGENT?

If you are a RICA agent you can register another agent by either dialling *130*7422# or by visiting www.smartcallonline.co.za - SMARTRICA. Select the "Register Agent" option. Before you register someone as a RICA agent, train them on all the aspects of the RICA Act. The Act is available on www.smartcall.co.za. When a RICA agent registers a starter pack in terms of the RICA Act they have to verify the customer's ID, and proof of address. A green barcoded ID, temporary ID certificate or passport is proof of ID and a bank account, municipal rates bill, telephone account, utility bill, lease agreement, credit sale agreement or motor vehicle licence document is proof of address. The proof of address document should not be older than 3 months. You have to verify the person's ID and address before you register them as a RICA agent. Once the new agent is registered they will recieve access to SMARTRICA on *130*7422# and www.smartcallonline.co.za.

NUMBER PORTABILITY

WHAT IS NUMBER PORTABILITY

Mobile Number Portability (MNP) is a technology that allows a customer to take his existing cellphone number to a new network operator.

1. HOW CAN PREPAID CUSTOMERS ON OTHER NETWORKS (MTN, VIRGIN MOBILE, CELL C) PORT INTO VODACOM'S NETWORK? PREPAID CUSTOMERS WANTING TO PORT INTO THE VODACOM NETWORK CAN DO SO AS FOLLOWS:

STEP 1

The customer must purchase a Vodacom starter pack.

STEP 2

The customer must send "portme xxxxxxxxxxxxxxxxxxxxx' (where the x represents the Vodacom Prepaid starter pack SIM number)" e.g portme 8916300000000153756 to 082 7678287 using their existing SIM card in their cellphone.

NOTES: The Vodacom Prepaid starter pack SIM number can be found on the back of the starter pack and it is situated under the barcode.
Please note that the SMS will be charged at SMS rates applicable by the customer's existing network provider.

STEP 3

The following SMS notification will be sent by Vodacom once the port request has been approved by the customer's existing network provider.
"Your port request has been approved. Send PORT YES to 0827678287 within 30 days for Vodacom to process your request. Existing airtime will not be carried over."

NOTES: The port request will not be processed once the 30-day period has lapsed. The customer will be required to resubmit the port request.
Please note that the SMS will be charged at SMS rates applicable by the customer's existing network provider.

STEP 4

The following SMS notification will be sent once the customer has sent PORT YES to 0827678287:
"Your port acceptance has successfully been processed. You will receive an SMS notifying you of your port date."

STEP 5

The following notification will be send to the customer to notify them of the port date: "Your cellphone number will be moved to the Vodacom network on (e.g 26/09/2008)"

2. WHO CAN CUSTOMERS CONTACT FOR ASSISTANCE.
   CUSTOMERS CAN CONTACT 082 129 FOR TECHNICAL ASSISTANCE;
   OR VISIT WWW.VODACOM.CO.ZA FOR MORE INFORMATION.

SMARTLOAD

SMARTLOAD

MAKE MONEY SELLINGAIRTIME FROM YOUR PHONE. SMARTLOAD IS A PREPAID RECHARGE SOLUTION

You are able to sell airtime and electricity and make a profit. With Smartload you can use your money from the network that is in demand in your area. Your money is not tied up to one network or one voucher. You are able to use your money for any of these networks.

- Vodacom - MTN - Cell C - Telkom Mobile - Telkom prepaid
- Eskom - electricity – more than 30 municipalities - Vodacom Mozambique

Your money will not be tied up with slow moving vouchers ever again. Smartload is available on your own phone by simply dialing *130*678# (USSD) or you can access Smartload on the web at www.smartcallonline.co.za.

YOU CAN START USING SMARTLOAD BY FOLLOWING THESE EASY 2 STEPS:

STEP 1

Create and Credit your account
- Deposit cash (or EFT) at any ABSA or FNB bank:
- ABSA account: Beneficiary - Smartcall Smartload
- FNB account no: 62017066201
- Reference: Use your cellphone number as the reference.

STEP 2

Get airtime and data for less!
- Dial: *130*678#, check your balance, recharge friends, customers or yourself at amazing discounts.

Due to the risk of fraud at bank Smartcall will allocate a portion of your deposit within 15 minutes and the balance of the deposit will be allocated the following morning. You will receive the following welcoming SMS when you make your first deposit into your Smartload wallet:
Welcome to the Smartload Family! Your PIN is xxxx.

Due to Smartload offering the biggest possible discount on recharges the bank charges relating to deposits are passed onto vendors. The effective costs of bank charges will be cheaper if you make a larger deposit. Make one deposit with other Smartload users and do fund transfers to give everyone their portion of the deposit. Funds transfers are free on Smartload. This will reduce your bank charges.

Your account balance is R0.00. Time to start making easy cash. Dial *130*678# / *130*9326# (Toll Free) to get started. +Smartload+ The balance of Rxxxx.xx of Rxxxx.xx has been allocated.

Your balance is now Rxxxx.xx. Dial *130*678# now. Enjoy!

You will be issued with your own Smartload PIN. You need to keep this PIN secret. You are required to enter this PIN when you perform recharges.

SMARTLOAD – USSD - *130*678#

You get immediate access to Smartload by simply dialling *130*678#.

OPTION 1 - RECHARGE

+Smartload+
Scroll down and reply with menu number:
1) Recharge
2) Balance
3) Funds transfer
4) Banking details
5) Smart extras
6) More options
7) Exit

+Smartload+
Please select the recharge network
1) Vodacom
2) MTN
3) Cell C
4) Telkom
5) Electricity
6) Telkom Mobile
0) More

+Smartload+
Recharge networks cont:
7) Vodacom Mozambique
8) Virgin Mobile
0) Back
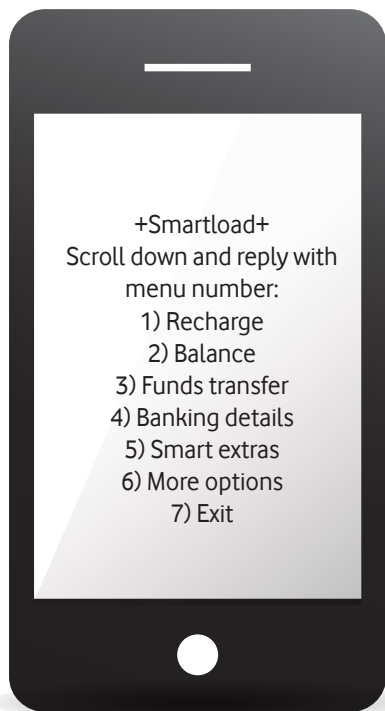
If you would like to recharge a customer select option 1
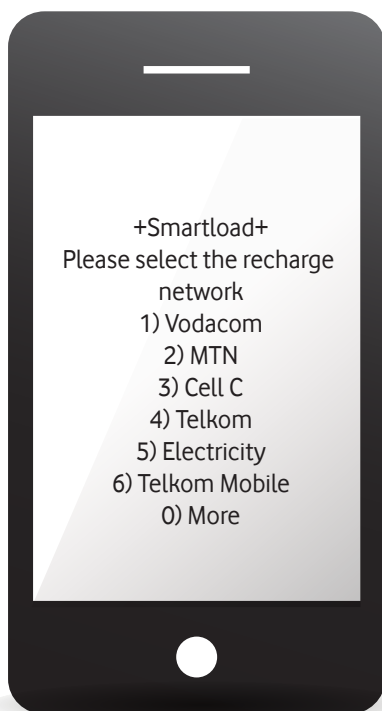
You will now have to select the network you want to recharge, for example you will select option 1 if you want to recharge Vodacom.

Select option 0 to see these additional recharge options

09

OPTION 1 - VODACOM

You can recharge airtime, SMS bundles and data bundles for Vodacom. If you want to sell Vodacom airtime you would select option 1

+Smartload+
Please select a recharge product:
1) Airtime
2) SMS Bundle
3) Data Bundle

+Smartload+
Please enter the recharge amount in Rands between R2 and R999 (e.g. 32)
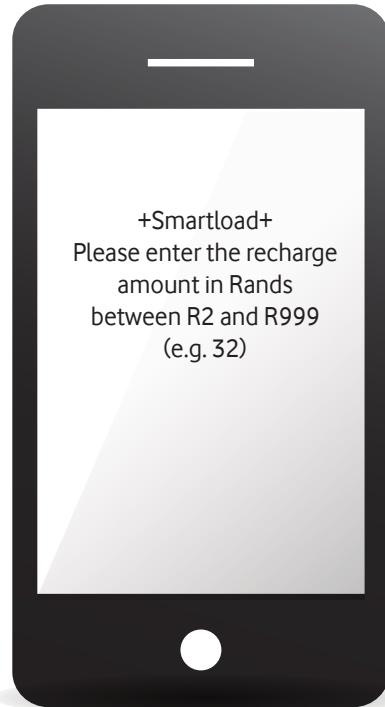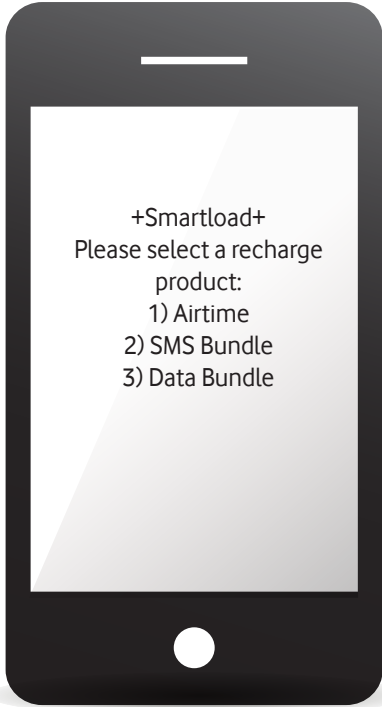
You will now have to enter the value of the recharge

(e.g. 32)

+Smartload+
Please enter the Cell No. you want to recharge.

+Smartload+
Please enter your PIN
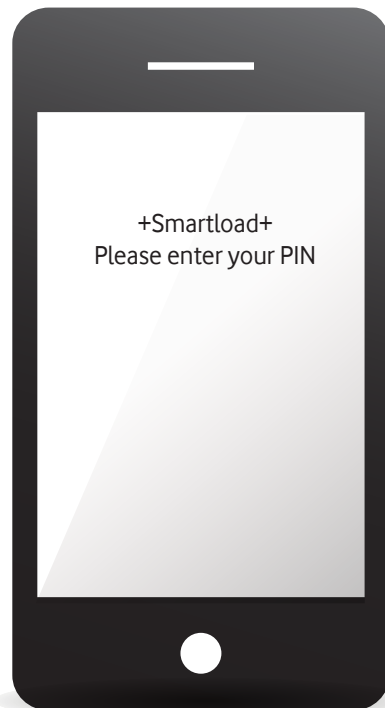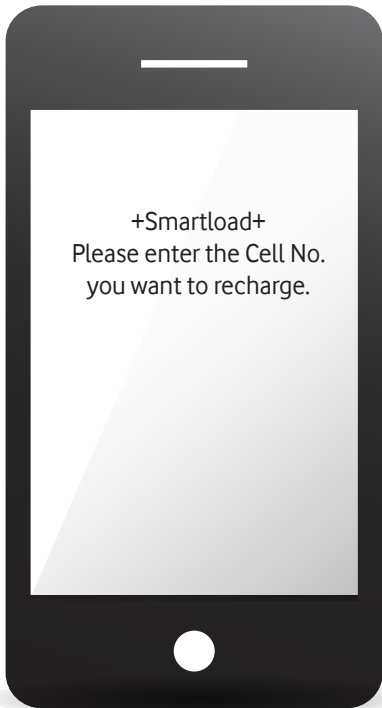
You will now have to enter your Smartload PIN for security purposes. This prevents other people from using your Smartload wallet.

+Smartload+
Confirm: VOD R23.00
recharge to
278200000000?
Enter 1 to proceed
Enter 2 to cancel

A summary of the transaction will be displayed and you have to confirm the recharge by selecting option 1 or you can cancel the transaction by selecting option 2

Smartload offers variable recharge values (you can select the recharge value) for Vodacom, MTN, Cell C and Telkom Mobile.

RECHARGE SHORTCUTS:

Vodacom: *130*678*11*PIN*cellphone number*amount#
MTN: *130*678*12*PIN*Cellphone number*Amount#
Cell C: *130*678*13*PIN*Cellphone number*Amount#
Telkom mobile: *130*678*16*PIN*cellphone number*amount#
Virgin: *130*678*18*PIN*Cellphone number*Amount#

For example:
If your customer's Vodacom cellphone number is 0820000000 and the customer wants R30 airtime, you simply dial *130*678*11*PIN*0820000000*30#

OPTION 2 - SMARTLOAD WALLET BALANCE

This is option 2 on the main menu. This option displays how much money you have available in your Smartload wallet. You can either follow the menu or you can simply dial *130*678*21*PIN# to see how much money you have available.

You are required to enter your Smartload PIN for security purposes.

OPTION 3 – FUNDS TRANSFER

Option 3 on the main menu allows you to transfer funds from your Smartload wallet to any other cellphone number. If money is available in your Smartload wallet you can transfer it to anyone anywhere in South Africa and they can sell airtime to generate their own money.

OPTION 4 – BANKING DETAILS

The banking details are always available on the Smartload menu. You will therefore never have to remember all the details. Simply go to the bank and dial *130*678# to get the banking details to make your next Smartload deposit

OPTION 5 – CONTACT DETAILS

This menu option gives you Smartcall's contact details so you can contact us directly should you require assistance.

OPTION 6 – MORE OPTIONS

1) Change PIN – You are able to change your Smartload PIN to any four (4) digit number you choose. Your default Smartload PIN is the last 4 digits of your cellphone number. Make sure to change this as soon as possible.
2) Txn Query – You are able to query previous recharges by either entering the reference number, cellphone number and transaction date or the status of the last transaction.

CASH UP

This gives you a summary of your Smartload opening balance, total recharges for the day, net transfers and the total profit you made for the day.

3) Current Discounts – All the current discounts that are available on Smartload are displayed. You do not have to guess what your margins are anymore. Due to Smartload offering the biggest possible discount on recharges the bank charges relating to deposits are passed on to the vendors.

SMARTLOAD

SMARTLOAD ONLINE

MAKE MONEY SELLING AIRTIME FROM YOUR COMPUTER AND TABLET

If you have access to the Internet you can use the Smartload online page. Simply log on to www.smartcallonline.co.za

You will be required to enter your cellphone number on the first page and enter the "Request One Time PIN" button. You will receive a PIN that will give you access to the Smartload wap page. This is done for security reasons as no one will be able to enter using someone else's cellphone number

You have to enter the One Time PIN and select "Login" The following Main Menu will be displayed:

Option 1 – Smartload
This option will give you all the Smartload functionality and is explained in detail below
Option 2 – SmartDealer
This option is only available to Smartcall starter pack distributors
Option 3 – RICA
This option is only available to Smartcall Rica agents and is explained earlier in this booklet
Option 4 – SmartExtras
Option 5 – RICA Google Maps
Option 6 – SmartPrint Bulk Vouchers
This option allows you to buy vouchers and print them using Smartcall's bulk printing solution.
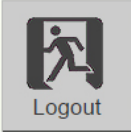
Option 1 – Smartload
Select Option 1 from the Main Menu to go to Smartload. You will see the following Smartload Menu

Smartload Online
Smartload Home

Home | Logout

Recharge

Bulk Recharge

Schedule Recharge

Balance Query

Funds Transfer

Bulk Funds Transfer

Transaction Query

Voucher Query

Change PIN

Report Preferences

Current Discounts

More Info

Back to Smartcall Online Home
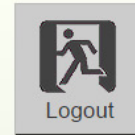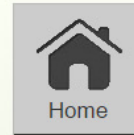
Recharge

Confirm Recharge

Click on Capture Recharge to continue
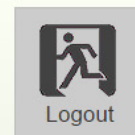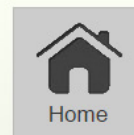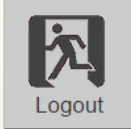
Recharge Submitted

You will receive a confirmation of the recharge as well as your new Smartload Wallet balance

Smartload Option 2 – Bulk Recharge

This option allows you to recharge more than one cellphone number without having to go through the whole process for every recharge. You can upload a file by selecting option 1 and then following the easy steps. The file layout is available under Bulk Recharge option 1.

This option is very useful if you have a sales team that requires airtime on a regular basis. You simply create the file and load it every time you want to process the recharges

Smartload Option 3 – Scheduled Recharge

We now have scheduling for recharges available on the site. This can be used to schedule all the products we usually sell on Smartload (airtime, SMS, data, electricity etc) to recharge a nominated cell number on a daily, weekly or monthly basis. (Eg recharge your kid R50 every Friday, load R50 electricity to yourself every 1st of the month). For daily you can select a specific time to process the recharge, for weekly you can select the day and for monthly you can select the date of the month.

Smartload Option 4 – Balance Query

This option will give you your current Smartload wallet balance. You will be required to enter your Smartload PIN for security reasons.
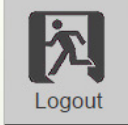
Smartload Option 5 – Funds Transfer

The Funds Transfer option allows you to transfer money from your Smartload wallet to any other cellphone number. If you have money available in your Smartload wallet you can transfer some of it to anyone anywhere in South Africa and they can sell airtime to generate their own cash.

You will have to enter your Smartload PIN, the cellphone number that you want the funds tranferred to, the transfer amount and finally confirm the transaction.
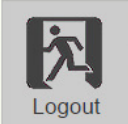
Smartload Option 7 – Transaction Query

With this option you are able to query previous recharges to see if they were successful or not by simply entering either the reference number, the cellphone number or the recharge date.
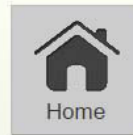
View Cashup Data

The "View Cashup Data" gives you a daily summary of your recharges and funds transfers and it will also allow you to balance the cash from selling airtime to your Smartload wallet.

This option also includes the profit you made for the day from selling airtime.
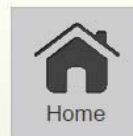
Smartload Option 7 - Change PIN

You have the option to change your Smartload PIN to any 4 digit number you prefer. Your default Smartload PIN is the last 4 digits of your cellphone number. Make sure to change this as soon as possible.

Smartload Option 8 – Reports

You can select to receive detailed recharge or transactional reports on a weekly or monthly basis. The transaction reports include all deposits and funds transfers.

Smartload Option 9 – Smartprint Bulk Vouchers

How does the Smartcall Voucher Buying and Printing process work?

The Smartcall Voucher Buying and Printing process caters for any Smartload dealer that would like to sell printed vouchers to customers. Voucher printing is formatted to cater for the fixed size 5 column by 4-row double layer carbon voucher sheets. Printing is done online. If you are using our SVD voucher distribution system, you'll use the exact same paper and printer for our new online solution.

Smartcall vouchers are available 24/7. You can log in at any time you choose "Bulk Vouchers" from our Main Menu. The voucher menu allows you to Buy, View and Print vouchers, and also offers a PIN/voucher detail check that can be used in case of an unreadable voucher.

Step 1: Buy Vouchers

You will have the opportunity to select your network, type of voucher and amount of vouchers of that type that you require. If we already have dealer contact details for you, these will be displayed on the confirmation screen. If not, we will ask you for a once-off capture of these details. After confirming your order, your vouchers will be added to the library of vouchers bought by you. These can be viewed and printed from the "View & Print Vouchers" menu.


Step 2: Generate Printable File

This will list all the voucher batches bought by you. You can view the audit trail (history) per voucher order, or select them from print. Should you like to do a partial reprint on a voucher batch, please use the Print from Serial to Serial or Print from Batch to Batch option. When hitting the Print button, a printable file will be created for download. This file should be saved to C:/SmartPrint/files and then opened for printing by our printing application that can be downloaded here.

Please note that while the files are available in plain text, the voucher PINs are scrambled and not useable directly from the file. Printed vouchers will have the correct PINs.
If your browser doesn't give you the option of where to save you downloaded file, please turn on this option.

[In Firefox] Options > Options > General and under "Downloads" make sure "Always ask me where to save files" is selected.
[In Internet Explorer] Internet Properties > Security > Custom level... > Downloads > Automatic prompting for the file downloads > Enable
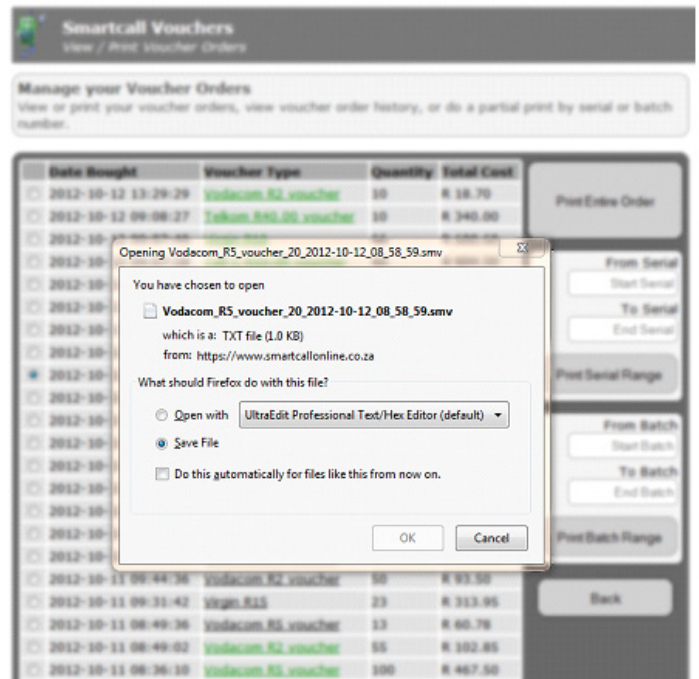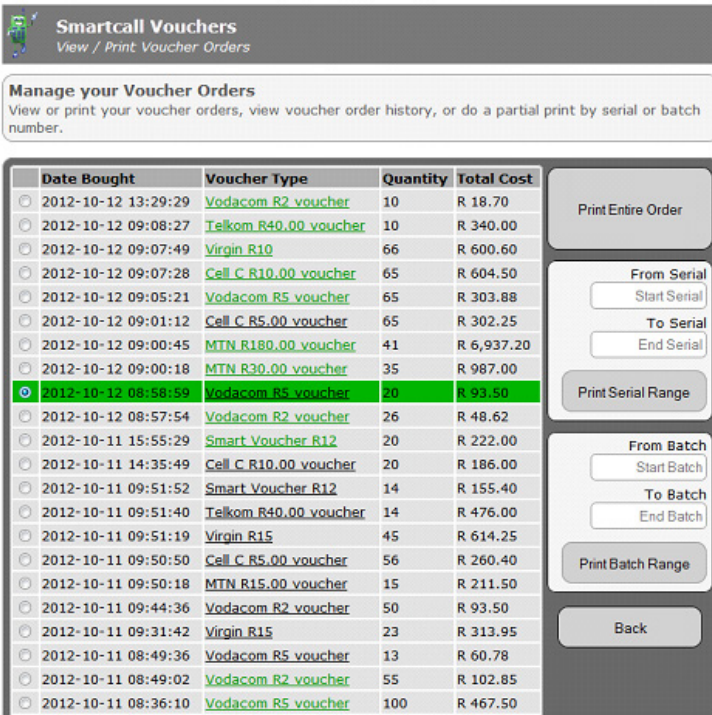
Step 3: Open the SmartPrint application, select your file, and print!

Open your download voucher file with the SmartPrint application and Print! Remember that voucher files must be downloaded to your SmartPrint application's files folder. This is usually located at C:/SmartPrint/files. This folder also contains a test file called VoucherPrintTest.smv that can be used for testing your printer setup, paper spacing etc before printing any actual vouchers.

On the print confirmation screen, make sure all check boxes under "Options" are not selected as per the image. Printer must have "Generic / Text Only" selected, and Escape commands must be "None".
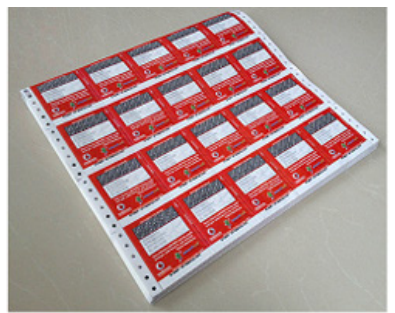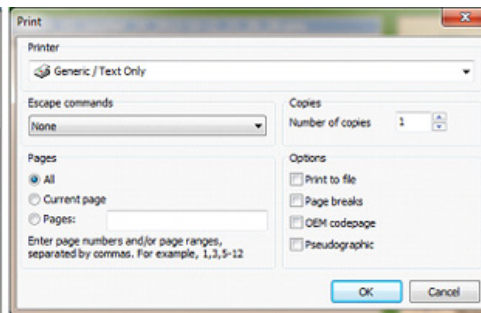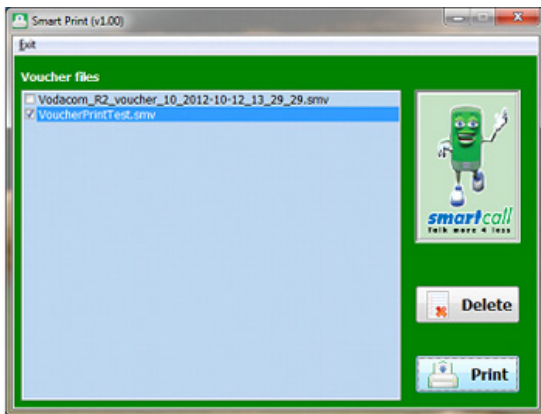
So in summary:

1. Please your voucher order online.
2. Download your printable voucher file.
3. Open your printable voucher file in the Printing Application, and print.

How do I set up my printer for voucher?

Setting up a printer involves 3 easy steps:

1. Install your printer using the install CD.
2. Change your printer driver to Generic Text
   - Select Control Panel > Devices and Printers
   - Right-Click your Printer, and select Printer Properties
   - Click the Advanced tab, and change the Driver dropdown to Generic/Text Only
   - Click Apply

What do I need to buy and print vouchers?

1. A compatible dot matrix or line printer that can handle the fixed-width 31.80cm pre-printed voucher paper. We recommend the OKI MicroLine 5521 (or OKI MicroLine 5571 upgrade) dot matrix, or the Tally T6060 or Tally T6218 line printer.
2. Pre-printed fixed size bulk voucher paper.
3. A Smartload account with sufficient credit to place your online orders.
4. The SmartPrint application to print your downloaded voucher batches. You can grab a copy here.

Buy and download your voucher batches and you're ready to go!
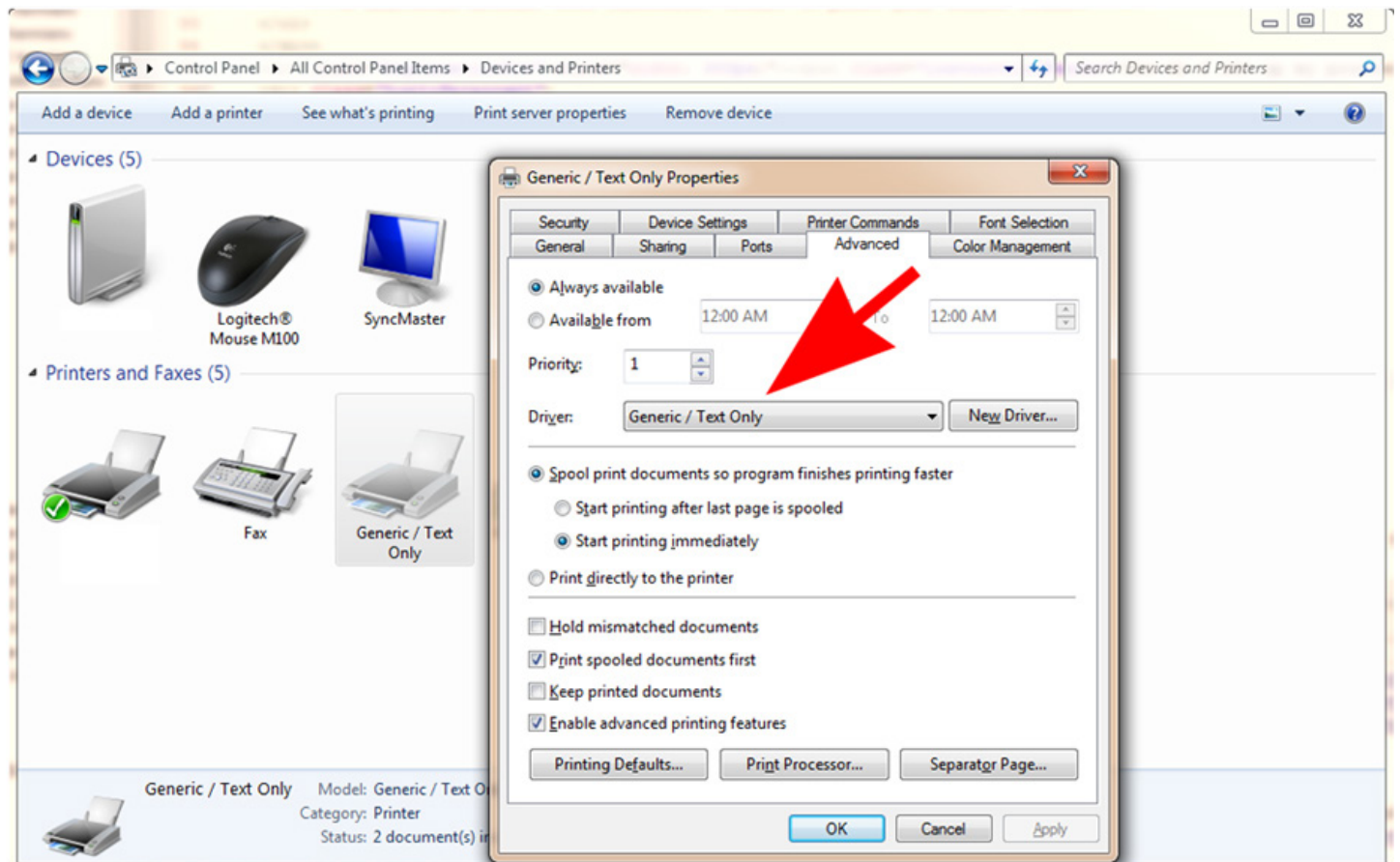
3. Create a print profile with the correct page sizes
   - Select Control Panel > Devices and Printers
   - Click your printer, then select Print server properties
   - Click on Forms tab, check Create a new form and complete the detail as below
   - Click OK
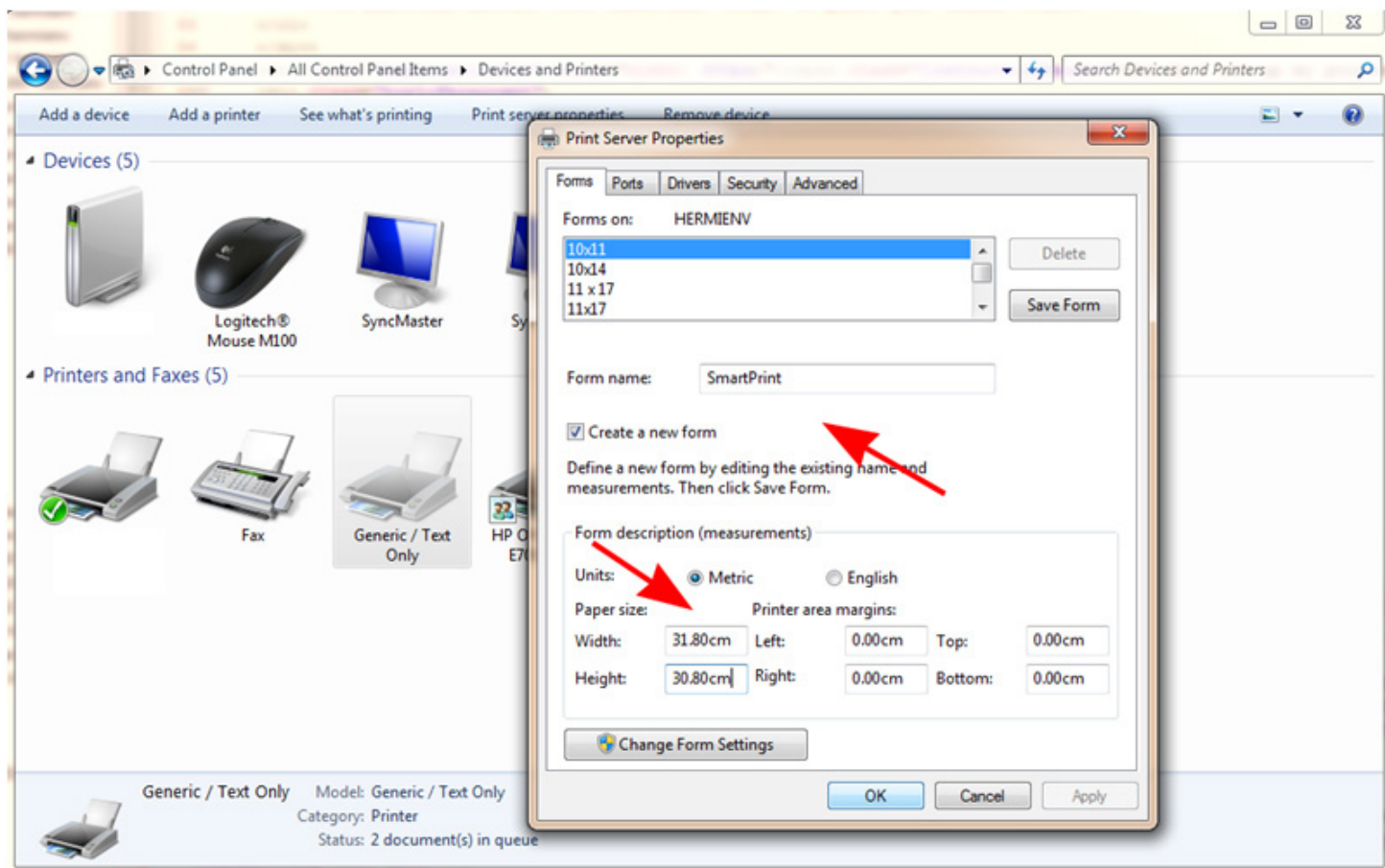
If you have used SVD before, the process is exactly the same!

Where can I download the Printing Application?
Our SmartPrint Application is used for the actual printing of the downloaded voucher files. You can grab a copy here. To install, just run the downloaded file.

Who can I contact if I have more questions?

For more help or to order pre-printed voucher paper please contact bulkvouchers@smartcall.co.za

Smartload Option 11 – More info

1 Banking details – The Smartload banking details are included and you never have to guess where to make your next deposit.
2 Current discounts – All the discounts are displayed and you never have to worry just how much money you are making
3 Contact us – Smartcall's contact details are available.

CONTENTS

CONTACT US

TEL: 011 507 4789
FAX: 086 670 2654
EMAIL: support@smartcall.co.za