

# Important Notice

Dear Valued Client,

We would like to inform you that we are updating our EFT payment process. Due to the large degree of fraudulent activity displayed all around, we made a decision to tighten up our process.

This updated process will be live from Monday, 16 May 2022. Please ensure that you take note of the important information below and that you update the email address where all proof of payments must be sent.

## Important Information:

- All proof of payments will need to be sent to **payments@netvendor.co.za**
- Only the **meter number** you are purchasing for, will be an acceptable reference. Example of format : 04422233666 (No spaces or any other characters must be added)
- Only the **original proof of payment** will accepted in **PDF format**. The system will reject scanned documents or screenshots.
- If any other reference is used, the proof of payment will not be processed. If you have used an invalid reference, the funds will need to reflect in the netVendor bank account and only then can the token be processed by our finance department.
  - This may take up to 5 business days - excluding weekend and public holidays
- Please note that your account will still be in a **"Pending" status** until the funds reflect and the payment has been reconciled
  - This will **NOT** prevent you from purchasing via any other payment channel or delay the tokens sent to you.
  - Only the **EFT and Debit my A/C channel** will be unavailable for the time your account is in the "Pending" status
  - The **"Pending" status** means that we are waiting for the funds to reflect in the netVendor bank account.
  - Once the funds are received, the payment will be reconciled and the account will be activated
  - The **"Pending" Status** will in no way delay the generation of the token. The account is placed on this status after the token is generated and sent to you.
- The helpdesk will **NOT** have access to process proof of payments with invalid references. This can only be done by our finance department once the funds reflect in the netVendor bank account.
- In the case where a wrong reference was used, you will be able to purchase through any of the other available purchase options that netVendor offers
- If you have multiple meters registered, each meter will need its own unique proof of payment.  
**One payment for multiple meters will no longer be accepted**

## How the EFT Process will work:

### Add a beneficiary:

- Log into your personal banking via your banking app or your computer
- Go to the page to add a new beneficiary
- Add netVendor as a beneficiary with the following banking information
  - **Beneficiary Name:** netVendor Collection
  - **Bank:** First National Bank (FNB)
  - **Account Number:** 62265761322
  - **Branch Code:** 223726
- Enter your full meter number as the reference for the beneficiary e.g. 03381607760
- Enter the email address **payments@netvendor.co.za** for proof of payment to be sent to
- Add the netVendor beneficiary

### Payment

- Select the netVendor beneficiary on your personal banking
- Enter the amount you want to purchase for
- Confirm that the proof of payment is sent, from your personal banking, to payments@netvendor.co.za
- Complete the EFT payment

### netVendor System

- netVendor receives the proof of payment
- The netVendor system will decrypt the proof of payment and use the details, such as the reference, to process the payment
- The token is generated and displayed on your app once it has been processed
- If you have a SMART meter, the token will be automatically loaded