

# Merchant Onboarding

# Training Guide



# Merchant Onboarding Training Guide

## Application Access

### Africa Access

- <https://africaaccess.absacorp.com/iig/home.jsf>
- Select Manage User Access
- Select User/s
- Click Next
- Search “Merchant Onboarding”

### Select Role

- Select Role
  - MerchantOnboardingVirtualChannelConsultant-PROD-ZA-Users
  - MerchantOnboardingMPRegionalManagers-PROD-ZA-Users
- Click Next

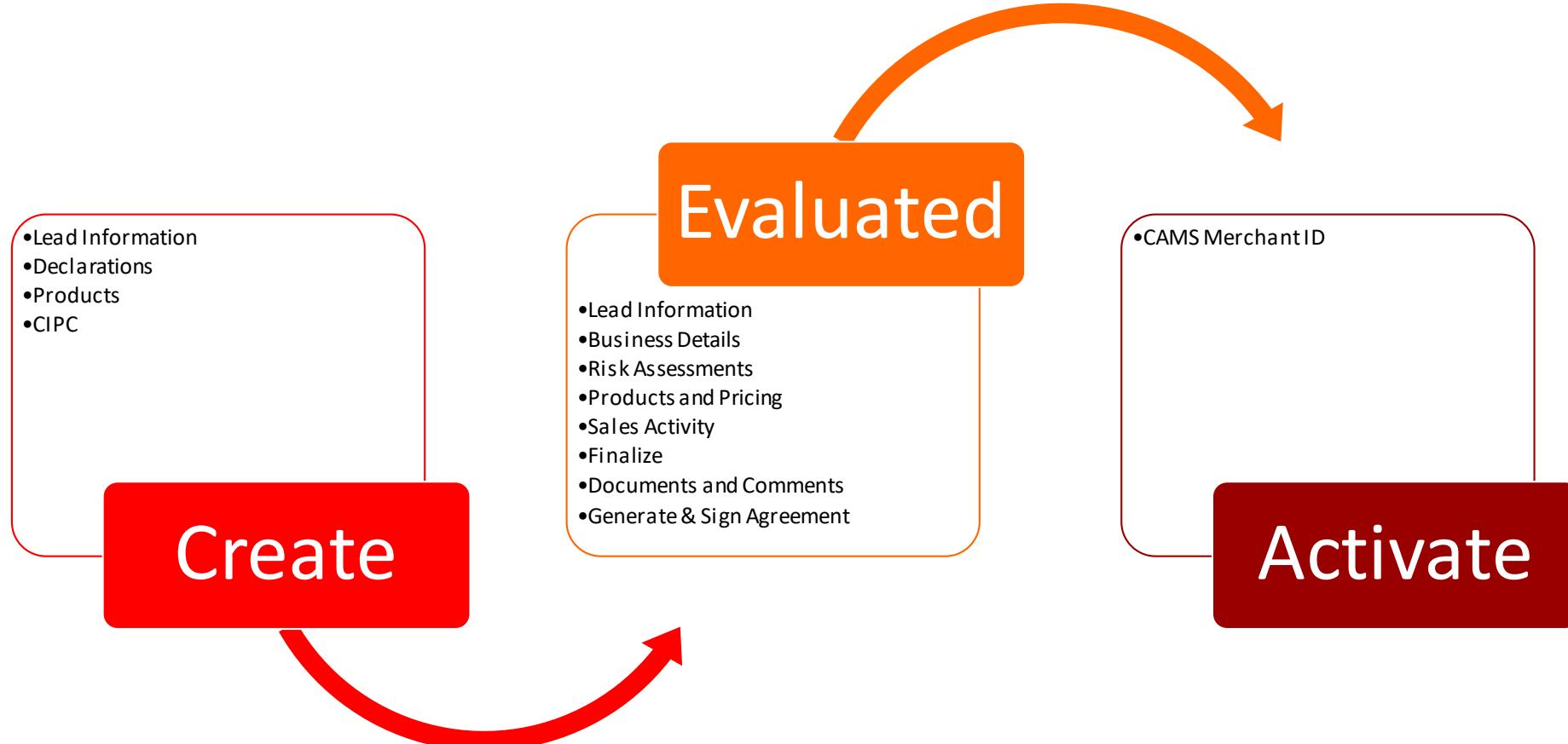
### Submit Request

- Review Selection and Submit



# Merchant Onboarding Training Guide

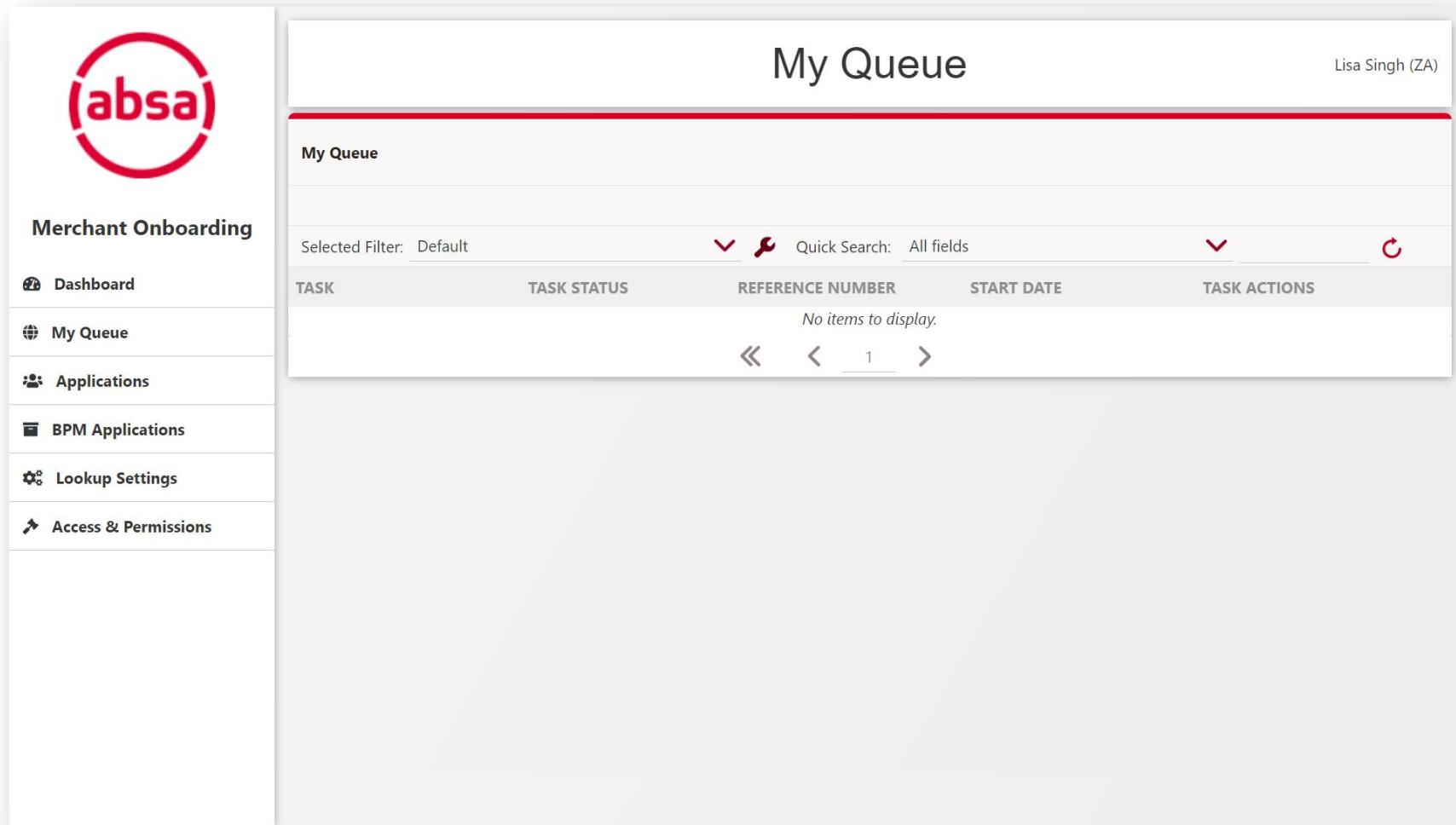
## Onboarding Process





# Merchant Onboarding Training Guide

## Home Page



The screenshot shows the Merchant Onboarding application interface. On the left is a vertical navigation sidebar with the 'absa' logo at the top. Below it, the 'Merchant Onboarding' title is followed by a list of menu items: Dashboard, My Queue (which is selected and highlighted in blue), Applications, BPM Applications, Lookup Settings, and Access & Permissions.

The main content area is titled 'My Queue'. It displays a table with columns: TASK, TASK STATUS, REFERENCE NUMBER, START DATE, and TASK ACTIONS. A message 'No items to display.' is centered in the table. At the top of the table, there are filters: 'Selected Filter: Default', 'Quick Search: All fields', and a search icon. The table has a header row with dropdown arrows for sorting.

**URL:** <https://mob.corp.dsarena.com>

Login using your Corp account  
Example

**Username:** "Corp/ablsa02"  
**Password:** XXXXXX



# Merchant Onboarding Training Guide

## Dashboard



Merchant Onboarding

Dashboard

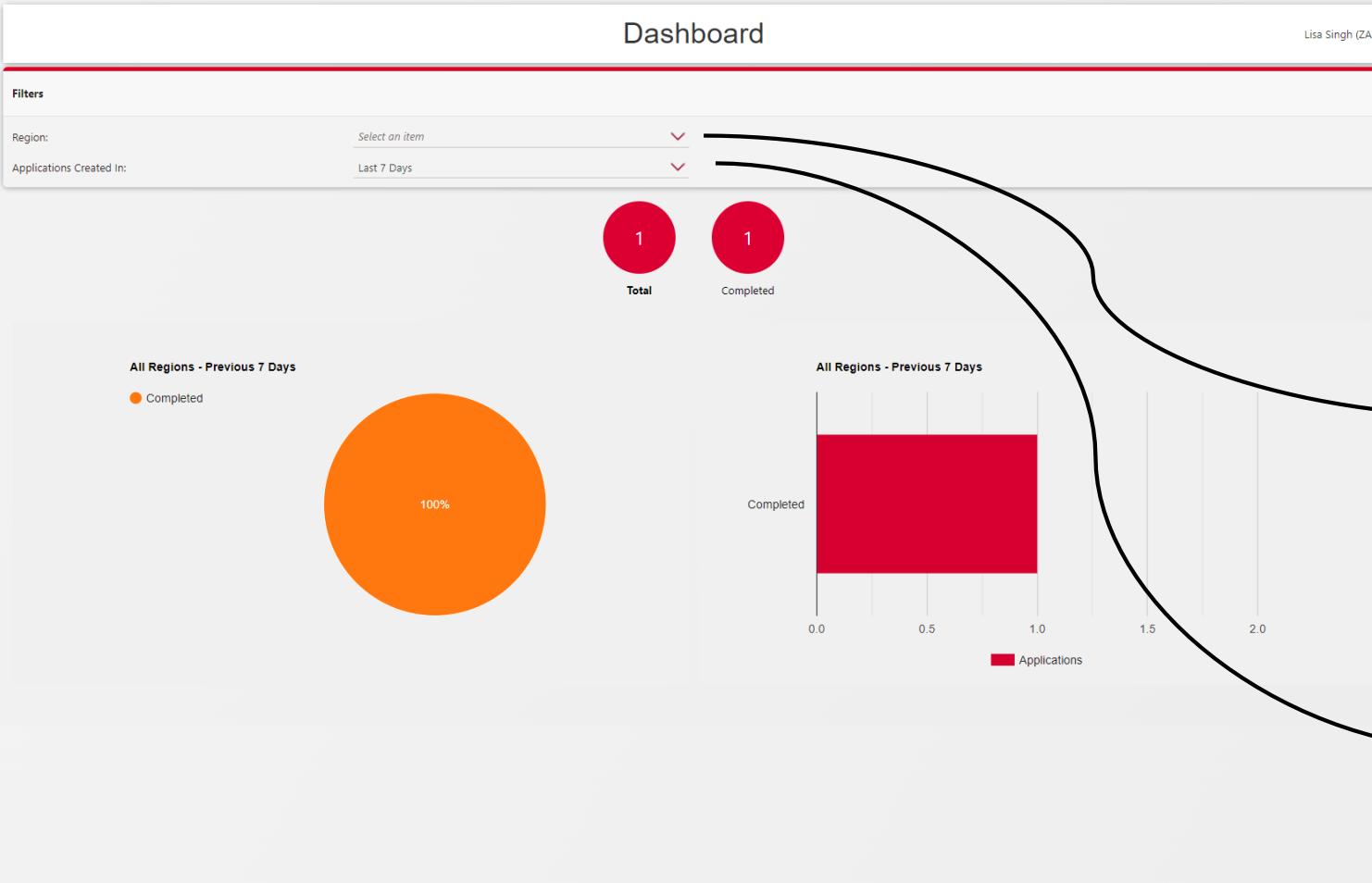
My Queue

Applications

BPM Applications

Lookup Settings

Access & Permissions



## Dashboard

This view provides a summary view of all completed applications  
Customize Filters by Region or Days by using the available drop down options

## Region

Select an item

- EC - Eastern Cape
- FS - Free State
- GN - Gauteng North
- GSNW - Gauteng South And North West
- HO - Head Office
- KZN - KwaZulu Natal
- WCNC - Western Cape And Northern Cape

## Days

Last 7 Days

- Last 7 Days
- Last 30 Days



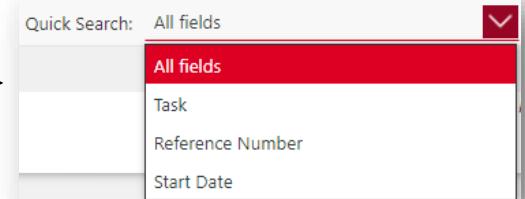
# Merchant Onboarding Training Guide

## My Queue

The screenshot shows the 'My Queue' page from the Merchant Onboarding system. The left sidebar includes the absa logo, the title 'Merchant Onboarding', and navigation links: Dashboard, My Queue (which is highlighted in red), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The main content area has a header 'My Queue' and a user name 'Lisa Singh (ZA)'. It features a search bar with 'Selected Filter: Default' and 'Quick Search: All fields'. Below the search bar is a table with columns: TASK, TASK STATUS, REFERENCE NUMBER, START DATE, and TASK ACTIONS. A message 'No items to display.' is shown above the table's pager. A large black curved arrow points from the 'All fields' option in the search dropdown to the 'All fields' option in the expanded search menu.

### My Queue

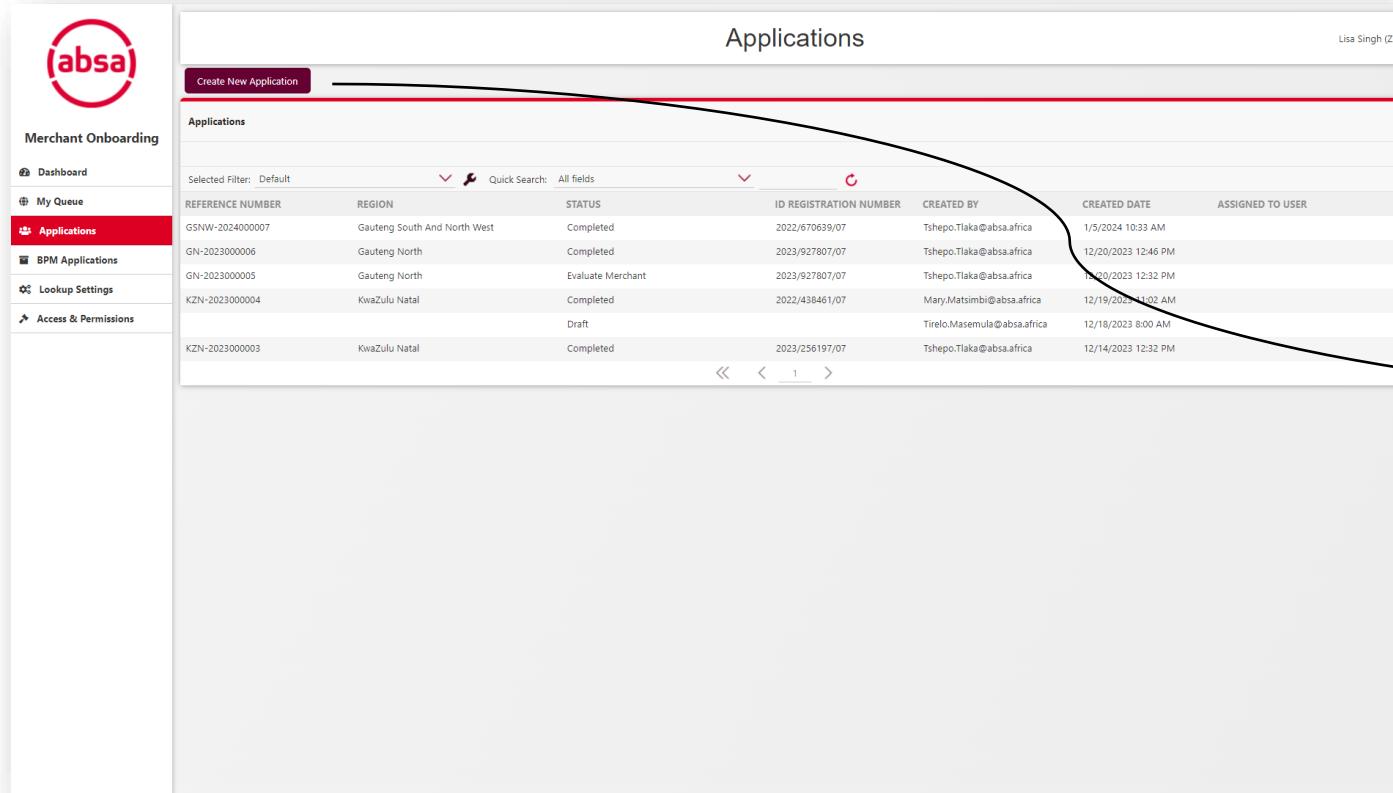
This pages allows you to search cases that are currently assigned to your queue. You can search for a specific case using the reference number.





# Merchant Onboarding Training Guide

## Applications

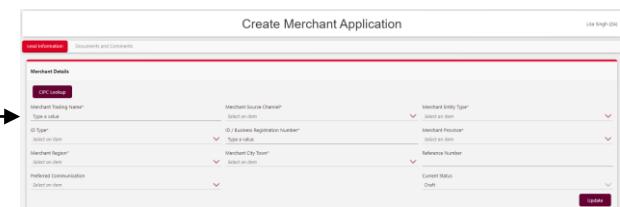


Applications

Create New Application

REFERENCE NUMBER	REGION	STATUS	ID REGISTRATION NUMBER	CREATED BY	CREATED DATE	ASSIGNED TO USER
G5NW-2024000007	Gauteng South And North West	Completed	2022/670639/07	Tshepo.Tlaka@absa.africa	1/5/2024 10:33 AM	Lisa Singh (ZA)
GN-2023000006	Gauteng North	Completed	2023/927807/07	Tshepo.Tlaka@absa.africa	12/20/2023 1:24:46 PM	
GN-2023000005	Gauteng North	Evaluate Merchant	2023/927807/07	Tshepo.Tlaka@absa.africa	12/20/2023 12:32 PM	
KZN-2023000004	KwaZulu Natal	Completed	2022/438461/07	Mary.Matsimbi@absa.africa	12/19/2023 11:02 AM	
		Draft		Tirelo.Masemula@absa.africa	12/18/2023 8:00 AM	
KZN-2023000003	KwaZulu Natal	Completed	2023/356197/07	Tshepo.Tlaka@absa.africa	12/14/2023 12:32 PM	

**Applications**  
Click Create New Application to create a new application/case



Create Merchant Application

Merchant Details

Merchant Trading Name\*  
Type a value  
In Type  
Select on Item

Merchant Category Type\*  
Select on Item

Merchant Source Channel\*  
Select on Item

Merchant Registration Number\*  
Type a value  
In Type  
Select on Item

Merchant City Town\*  
Select on Item

Merchant Region\*  
Select on Item

Preferred Communication  
Select on Item

Summary

Current Status: Draft



# Merchant Onboarding Training Guide

## Applications – Create Merchant Application

Create Merchant Application

Lisa Singh (ZA)

Lead Information Documents and Comments

**Merchant Details**

CIPC Lookup

Merchant Trading Name\*  
Type a value

Merchant Source Channel\*  
Select an item

Merchant Entity Type\*  
Select an item

ID Type\*  
Select an item

ID / Business Registration Number\*  
Type a value

Merchant Province\*  
Select an item

Merchant Region\*  
Select an item

Merchant City Town\*  
Select an item

Reference Number

Current Status  
Draft

Preferred Communication  
Select an item

Update

**Merchant Declarations**

The customer authorizes the bank to obtain a bankers status enquiry if required.

The customer authorizes the bank to do reference check which will include but not be limited to supplier and businesses.

The customer provides consent to the bank to perform the required bureau checks for approval of the application.

The customer understands and agrees to the Private Notice.

The customer has been informed that additional information might be requested by the bank.

Customer Identification i.e. South African identification  
Proof of residence (e.g. Municipal bill account, lease agreement)  
Proof of business Trading address, Head Office and Registration Address  
Any other additional information required to process with process

Update

**Contact Details**

+ Add Edit X Delete

Selected Filter: Default Quick Search: All fields

CONTACT TYPE	ID PASSPORT NUMBER	TITLE	NAME	SURNAME	EMAIL	MOBILE NUMBER	ALTERNATIVE CONTACT NUMBER
No items to display.							

Update

**Products**

+ Add Edit

Selected Filter: Default Quick Search: All fields

PRODUCT	AGREEMENT DURATION	QUANTITY	PRODUCT PRICE	INITIATION FEE	MINIMUM SERVICE FEE	TOTAL COST EX VAT
No items to display.						

Cancel Close Submit

### Applications

Click Create New Application to create a new Merchant

CIPC Lookup

Update

Cancel

Close

Submit



# Merchant Onboarding Training Guide

## Applications – Lead Information

Create Merchant Application

Lisa Singh (ZA)

Lead Information Documents and Comments

**Merchant Details**

CIPC Lookup

Merchant Trading Name\*  
Type a value

Merchant Source Channel\*  
Select an item

ID Type\*  
Select an item

Merchant Region\*  
Select an item

ID / Business Registration Number\*  
Type a value

Merchant City Town\*  
Select an item

Preferred Communication  
Select an item

Merchant Province\*  
Select an item

Reference Number

Current Status  
Draft

Update

Preferred Communication  
Select an item

E-MAIL  
MAIL  
SMS  
TELEPHONE

ID Type\*  
Select an item

Business Registration Number  
Other  
Passport  
RSA Identity Document

**Lead Information**  
Merchant Details and available selections

Merchant Source Channel\*

Select an item

- Branch - Business Banking
- Branch - LRS
- Direct - Email
- Direct - Telephone
- Help Desk - Email
- Help Desk - Service Now
- Help Desk - Telephone
- ISO - Commercial Payments
- ISO - KAM
- SME - Business bank
- SME - Commercial Payments RE
- SME DESK

Merchant Entity Type\*

Select an item

- Close Corporation (CC)
- Incorporated
- Individual
- Non-Profit Organisation
- Non-resident
- Other
- Other Legal Entity
- Partnership/Other Persons
- Private Limited Company (PTY) LTD
- Sole Trader
- Temporary Resident
- Trust



# Merchant Onboarding Training Guide

## Applications – Merchant Details – CIPC

Create Merchant Application

Lisa Singh (ZA)

Lead Information Documents and Comments

**CIPC Lookup**

Merchant Details

Merchant Trading Name\* Type a value

Merchant Source Channel\* Select an item

Merchant Entity Type\* Select an item

ID Type\* Select an item

ID / Business Registration Number\* Type a value

Merchant Province\* Select an item

Merchant Region\* Select an item

Merchant City Town\* Select an item

Reference Number

Preferred Communication Select an item

Current Status Draft

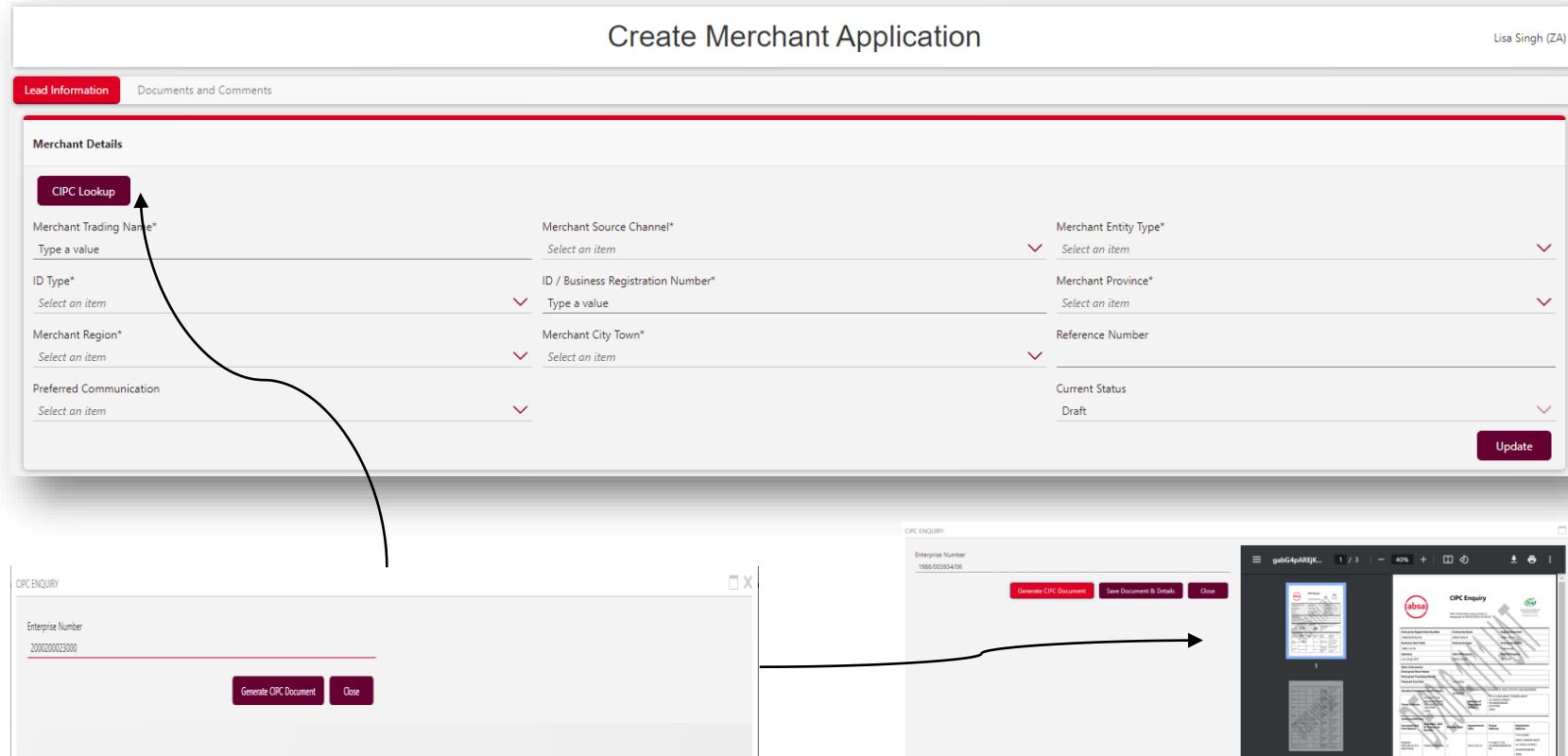
Update

**CIPC ENQUIRY**

Enterprise Number 1986/003034/06

Generate CIPC Document See Document & Details Close

Generate CIPC Document Close



**Lead Information**  
CIPC Lookup

CIPC Lookup

Update

Generate CIPC Document

Close



# Merchant Onboarding Training Guide

## Applications – Merchant Details – CIPC – Documents & Comments

Create Merchant Application

Lisa Singh (ZA)

Lead Information Documents and Comments

Documents

+ Add Edit Delete  
Selected Filter: Default  
Quick Search: All fields

DOCUMENT NAME	DOCUMENT TYPE	ACTIONS
CIPC Document.pdf	CIPC Enquiry	<a href="#">Download</a> <a href="#">View PDF</a>

<< < 1 > >

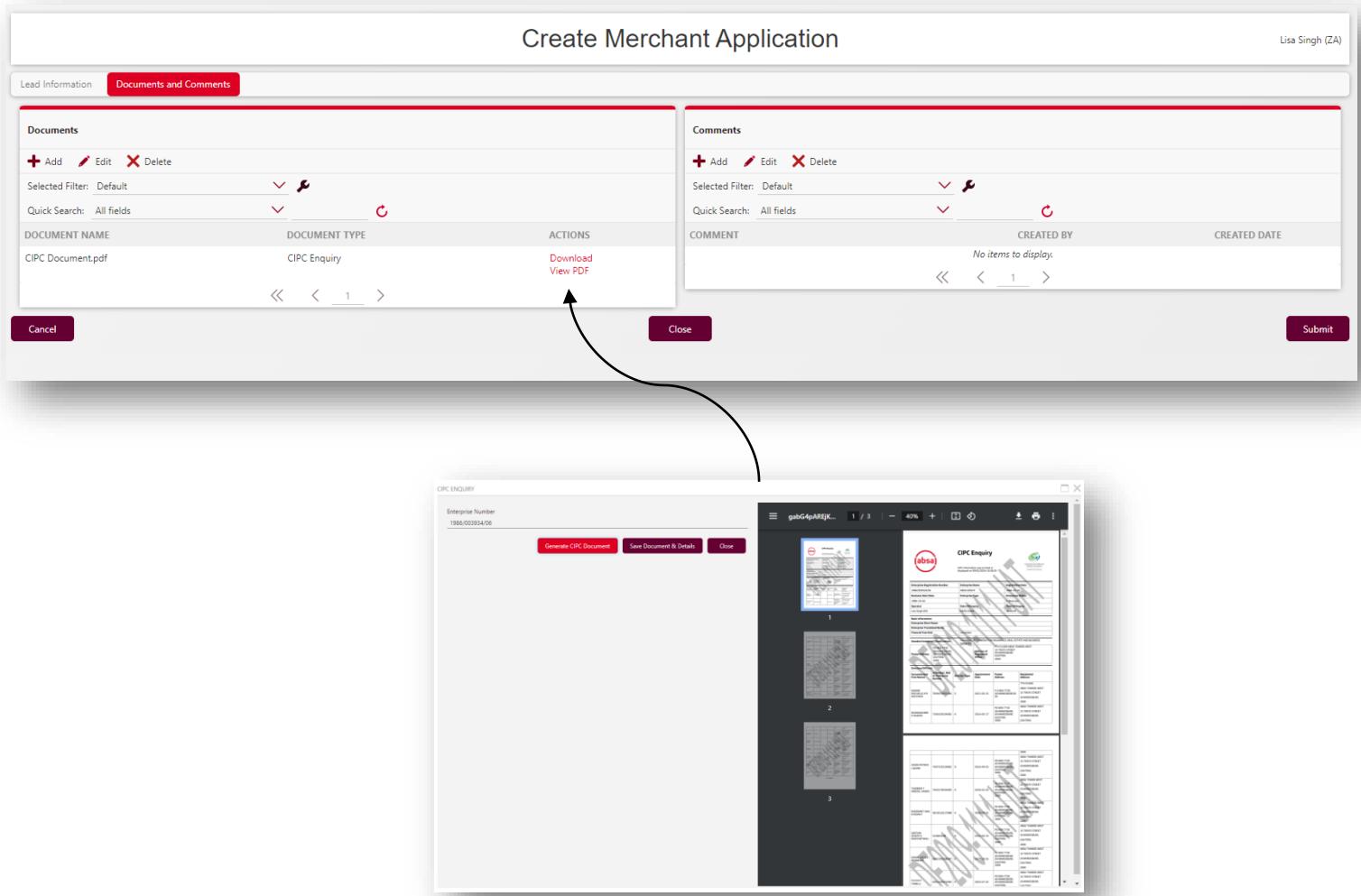
Comments

+ Add Edit Delete  
Selected Filter: Default  
Quick Search: All fields

COMMENT	CREATED BY	CREATED DATE
No items to display.		

<< < 1 > >

Cancel Close Submit



### Lead Information

CIPC Lookup

Document generated and saved

Cancel

Close

Submit



# Merchant Onboarding Training Guide

## Applications - Merchant Declarations

Create Merchant Application

Lisa Singh (ZA)

Lead Information Documents and Comments

**Merchant Details**

CIPC Lookup

Merchant Trading Name\*  
Zachary Inc

Merchant Source Channel\*  
Direct - Email

Merchant Entity Type\*  
Individual

ID Type\*  
Other

ID / Business Registration Number\*  
2000200023000

Merchant Province\*  
Gauteng

Merchant Region\*  
GN - Gauteng North

Merchant City Town\*  
Johannesburg

Reference Number  
GN-202400096

Preferred Communication  
E-MAIL

Current Status  
Draft

Update

**Merchant Declarations**

The customer authorizes the bank to obtain a bankers status enquiry if required.

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The customer provides consent to the bank to perform the required bureau checks for approval of the application.

The customer understands and agrees to the Private Notice.

The customer has been informed that additional information might be requested by the bank:

Customer Identification i.e. South African identification

Proof of residence (e.g. Municipal bill, account, lease agreement)

Proof of business Trading address, Head Office and Registration Address

Any other additional information required to process with process

Update

### Merchant Declarations

Tick declarations and update the application

Application will not save if Declarations are not updated

CIPC Lookup

Update



# Merchant Onboarding Training Guide

## Applications – Contact Details

Contact Details

+ Add    Edit    X Delete

Selected Filter: Default    Quick Search: All fields

CONTACT TYPE	ID PASSPORT NUMBER	TITLE	NAME	SURNAME	EMAIL	MOBILE NUMBER	ALTERNATIVE CONTACT NUMBER
No items to display.							

ADD CONTACT PERSON

Contact Type <input checked="" type="radio"/> Primary <input type="radio"/> Secondary	ID Type <input type="radio"/> RSA Identity Document <input type="radio"/> Passport	ID/Passport Number Type a value
Title Select an item	Name Type a value	Surname Type a value
Email Type a value	Mobile Number Type a value	Alternative Contact Number Type a value

**Create**   **Cancel**

### Contact Details

A Primary contact is required to save the application.

Select the “Add” button to populate contact information

Add

Edit

Create

Cancel



# Merchant Onboarding Training Guide

## Applications – Products

Products						
PRODUCT	AGREEMENT DURATION	QUANTITY	PRODUCT PRICE	INITIATION FEE	MINIMUM SERVICE FEE	TOTAL COST EX VAT
No items to display.						

ADD PRODUCT

Product <input type="text" value="Select an item"/>	Agreement Duration <input type="text" value="Select an item"/>
Quantity <input type="text" value="Type a value"/>	Product Price (R) <input type="text" value="Type a value"/>
Initiation Fee (R) <input type="text" value="Type a value"/>	Minimum Service Fee (R) <input type="text" value="Type a value"/>
Debit Cards % (0.54 - 2.75) <input type="text" value="Type a value"/>	Total Cost Ex Vat (R) <input type="text" value="0.00"/>
Credit Cards % (1.55 - 2.75) <input type="text" value="Type a value"/>	
International Cards % (2.40 - 2.75) <input type="text" value="Type a value"/>	

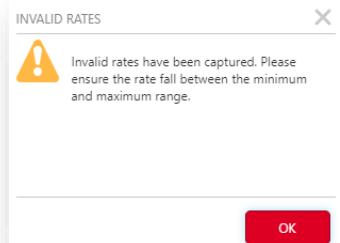
### Products

Select the “Add” button to populate Products

Create

Cancel

### Information





# Merchant Onboarding Training Guide

## Applications – Create Merchant Application

Create Merchant Application

Lisa Singh (ZA)

Lead Information Documents and Comments

**Merchant Details**

CIPC Lookup

Merchant Trading Name\*  
Type a value

Merchant Source Channel\*  
Select on item

Merchant Entity Type\*  
Select on item

ID Type\*  
Select on item

ID / Business Registration Number\*  
Type a value

Merchant Province\*  
Select on item

Merchant Region\*  
Select on item

Merchant City/Town\*  
Select on item

Reference Number

Preferred Communication  
Select on item

Current Status  
Draft

Update

**Merchant Declarations**

The customer authorizes the bank to obtain a bankers status enquiry if required.

The customer authorizes the bank to do a reference check which will include but not be limited to supplier and businesses.

The customer provides consent to the bank to perform the required bureau checks for approval of the application.

The customer understands and agrees to the Private Notice.

The customer has been informed that additional information might be requested by the bank.

Customer identification i.e. South African identification

Proof of residence (e.g. Municipal bill, account, lease agreement)

Proof of business Trading address, Head Office and Registration Address

Any other additional information required to process with process

Update

**Contact Details**

+ Add Edit Delete

Selected Filter: Default

Quick Search: All fields

CONTACT TYPE	ID PASSPORT NUMBER	TITLE	NAME	SURNAME	EMAIL	MOBILE NUMBER	ALTERNATIVE CONTACT NUMBER
No items to display.							

Update

**Products**

+ Add Edit

Selected Filter: Default

Quick Search: All fields

PRODUCT	AGREEMENT DURATION	QUANTITY	PRODUCT PRICE	INITIATION FEE	MINIMUM SERVICE FEE	TOTAL COST EX VAT
No items to display.						

Close

Submit

### Applications

Click Submit once all details have been completed  
Submitted application be loaded under “My Queue”

CIPC Lookup

Update

Cancel

Close

Submit

My Queue

Lisa Singh (ZA)

Selected Filter: Default

Quick Search: All fields

Task	OWNER	REQUEST NUMBER	START DATE	TAKE ACTION
Evaluate Merchant	New	GH-0004000001	Jan 9 2024 10:48AM	Open Task Request
Evaluate Merchant	New	EC-0024000001	Jan 9 2024 04:00AM	Open Task Request



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant



Merchant Onboarding

- Dashboard
- My Queue**
- Applications
- BPM Applications
- Lookup Settings
- Access & Permissions

My Queue					Lisa Singh (ZA)
My Queue					
Selected Filter: Default	Quick Search: All fields				
TASK	TASK STATUS	REFERENCE NUMBER	START DATE	TASK ACTIONS	
Evaluate Merchant	New	GN-2024000097	Jan 9 2024 10:40AM	Open task Redirect	
Evaluate Merchant	New	EC-2024000097	Jan 9 2024 8:44AM	Open task Redirect	

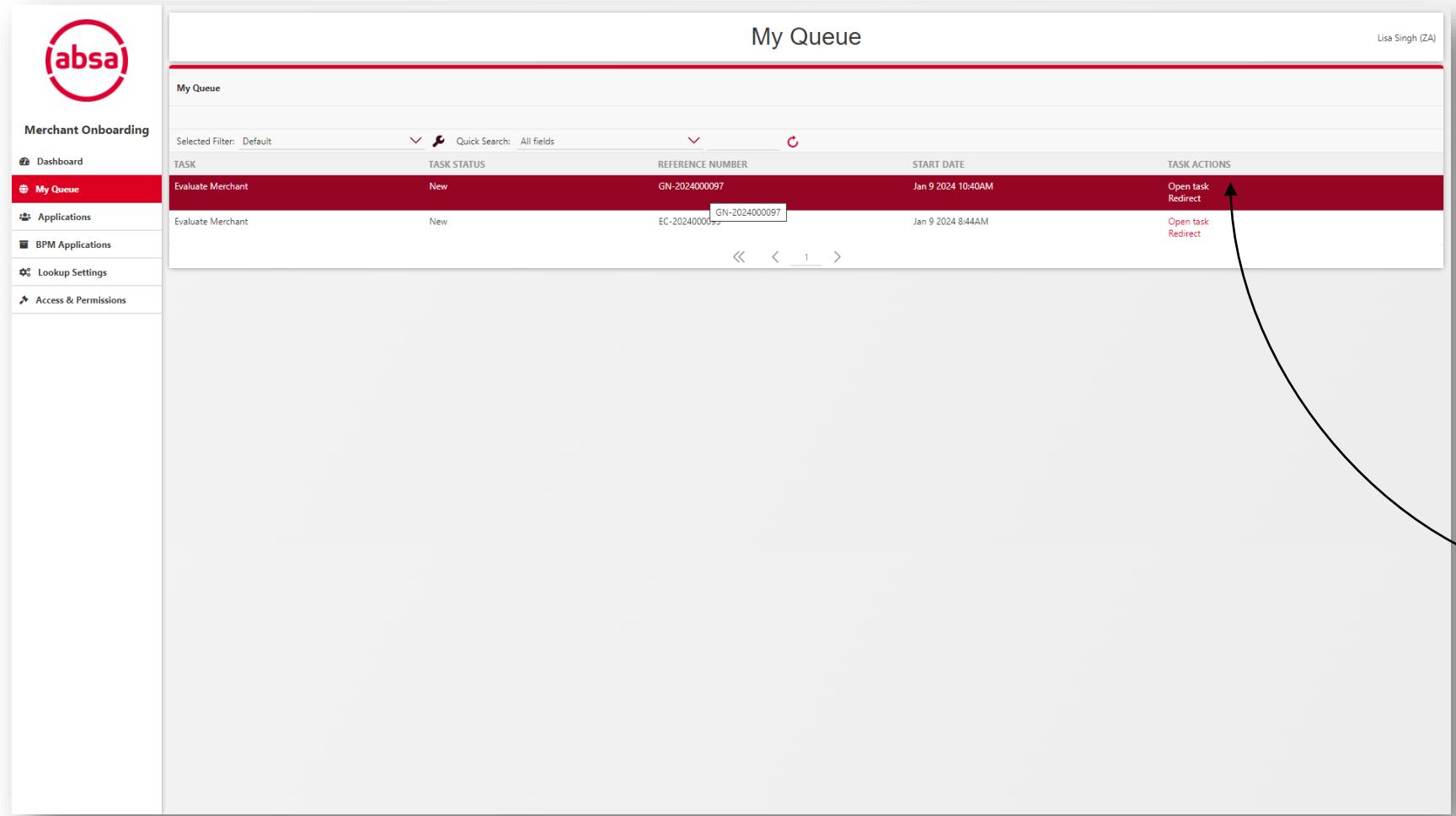
### My Queue

Submitted Applications available for evaluation



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant



My Queue

Lisa Singh (ZA)

My Queue

Selected Filter: Default Quick Search: All fields

TASK	TASK STATUS	REFERENCE NUMBER	START DATE	TASK ACTIONS
Evaluate Merchant	New	GN-2024000097	Jan 9 2024 10:40AM	<a href="#">Open task</a> <a href="#">Redirect</a>
Evaluate Merchant	New	EC-2024000097	Jan 9 2024 8:44AM	<a href="#">Open task</a> <a href="#">Redirect</a>

<< < 1 > >

Merchant Onboarding

- Dashboard
- My Queue**
- Applications
- BPM Applications
- Lookup Settings
- Access & Permissions

**My Queue**  
Submitted Applications available for evaluation

Click on Actions Required:  
- Open Task  
- Redirect  
- Release

### TASK ACTIONS

Open task  
Redirect  
Release



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Lead Information

Merchant Onboarding

Dashboard

**My Queue**

Applications

BPM Applications

Lookup Settings

Access & Permissions

### Evaluate Merchant

Lisa Singh (ZA)

Lead Information Business Details Risk Assessments Products and Pricing Sales Activity Finalise Documents and Comments

#### Merchant Details

Merchant Trading Name*	Merchant Source Channel*	Merchant Entity Type*
Zach Inc	Help Desk - Email	Individual
ID Type*	ID / Business Registration Number*	Merchant Province*
Other	1986/003934/06	Gauteng
Merchant Region*	Merchant City/Town*	Reference Number
GN - Gauteng North	Edenvale	GN-2024000097
Preferred Communication		Current Status
E-MAIL		Evaluate Merchant

**Update**

#### Merchant Declarations

The customer authorizes the bank to obtain a bankers status enquiry if required.

The customer authorizes the bank to do reference check which will include but not be limited to supplier and businesses.

The customer provides consent to the bank to perform the required bureau checks for approval of the application.

The customer understands and agrees to the Private Notice.

The customer has been informed that additional information might be requested by the bank:

Customer Identification (e.g. South African identification)

Proof of residence (e.g. Municipal bill, account, lease agreement)

Proof of business Trading address, Head Office and Registration Address

Any other additional information required to process with process

**Update**

#### Contact Details

+ Add  Edit  Delete

Selected Filter: Default  Quick Search: All fields

CONTACT TYPE	ID/PASSPORT NUMBER	TITLE	NAME	SURNAME	EMAIL	MOBILE NUMBER	ALTERNATIVE CONTACT NUMBER
Primary	980980980808	MR	Zach	Nayager	lisa.singh@absa.africa	0739269626	
Secondary	10PPD07396	MR	LUISA DIAS	DIOGO			

### Lead Information

This will show you the previously captured lead information. You will be able to make updates & changes if required.

**Update**



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Business Details



### Merchant Onboarding

[Dashboard](#)[My Queue](#)[Applications](#)[BPM Applications](#)[Lookup Settings](#)[Access & Permissions](#)

### Evaluate Merchant

Lisa Singh (ZA)

Lead Information **Business Details** Risk Assessments Products and Pricing Sales Activity Finalise Documents and Comments

**Banking Details**

+ Add  Edit  
Selected Filter: Default  Quick Search: All fields  Refresh

PRIMARY OR SECONDARY	BANK	BRANCH CODE	BRANCH NAME	ACCOUNT NUMBER	ACCOUNT NAME	IS ACTIVE
No items to display.						

**Business Details**

Business Start Date 10/2/1986	Receive Merchant Statements Via Mail <input type="checkbox"/>	Income Tax Registered <input checked="" type="checkbox"/>	Business VAT Registered <input type="checkbox"/>
Financial Year End December		Income Tax Number 9150116714	
<b>Trading Address</b> <input type="checkbox"/> Copy Address Trading Address Line 1 7TH FLOOR ABSA TOWERS WEST Trading Address Line 2 15 TROVE STREET Trading Address Line 3 Type a value Trading Address Suburb JOHANNESBURG Trading Address City GAUTENG Trading Address Postal Code 2000	<b>Head Office Address</b> <input type="checkbox"/> Use Trading Address Head Office Address Line 1 Type a value Head Office Address Line 2 Type a value Head Office Address Line 3 Type a value Head Office Address Suburb Type a value Head Office Address City Type a value Head Office Address Postal Code Type a value	<b>Residential Address</b> Residential Address Line 1 Type a value Residential Address Line 2 Type a value Residential Address Line 3 Type a value Residential Address Suburb Type a value Residential Address City Type a value Residential Address Postal Code Type a value	<b>Postal Address</b> <input type="checkbox"/> Use Residential Address Postal Address Line 1 PO BOX 7735 Postal Address Line 2 JOHANNESBURG Postal Address Line 3 Type a value Postal Address Suburb JOHANNESBURG Postal Address City GAUTENG Postal Address Postal Code 2000

**Buttons:** Update, Decline, Refer, Close, Submit, Generate Agreement

### Business Details

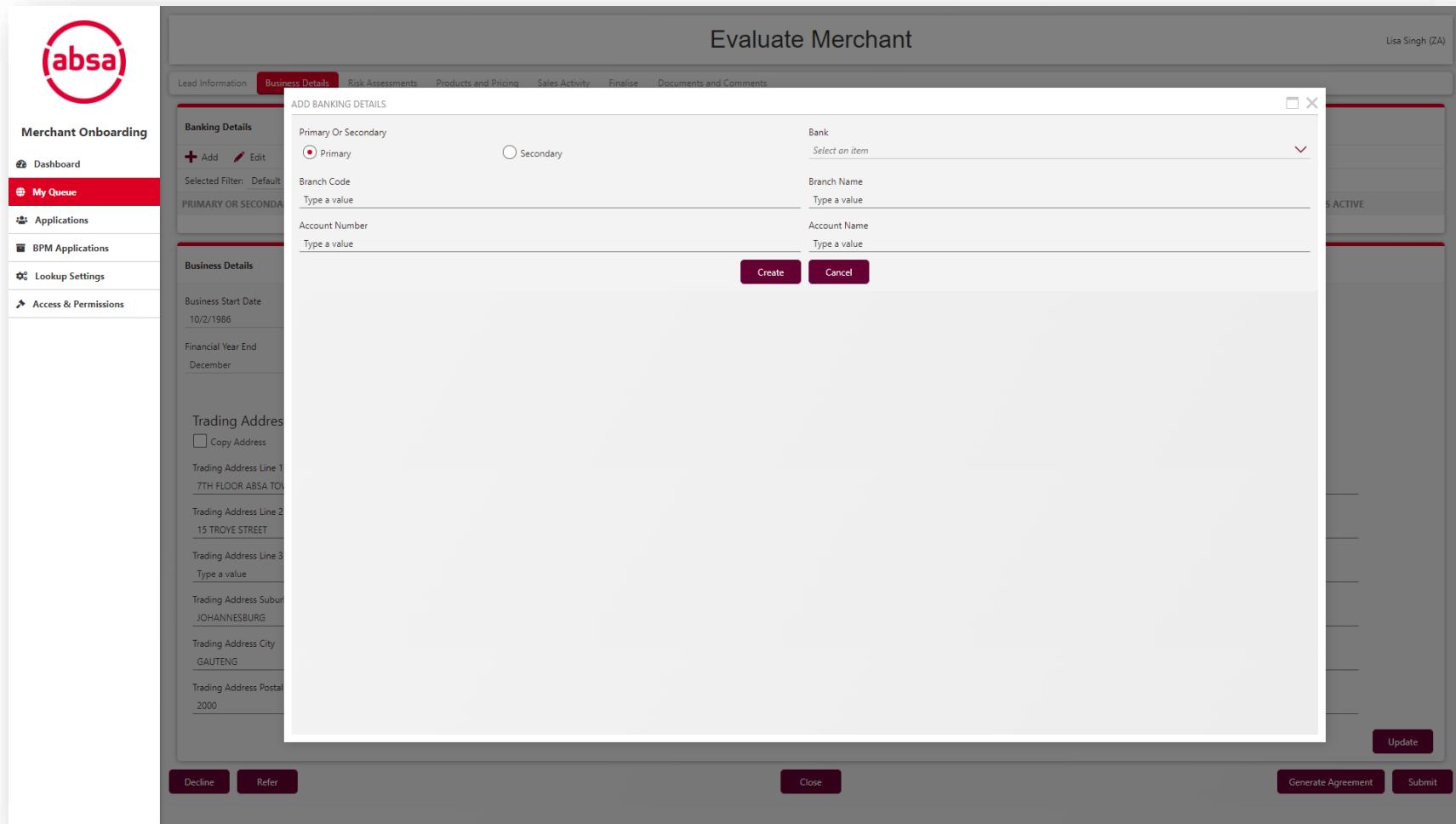
The address information will be pre-populated if a CIPC enquiry was performed on the Lead screen. Use the tickboxes under the address heading to copy the address details.

- Update**
- Decline**
- Refer**
- Close**
- Submit**



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Business Details – Banking Details



The screenshot shows the Absa Merchant Onboarding application. The left sidebar includes links for Dashboard, My Queue (which is selected), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The main content area displays the 'Evaluate Merchant' screen. A modal window titled 'ADD BANKING DETAILS' is open, prompting for 'Primary Or Secondary' status (set to Primary), 'Bank' (a dropdown menu), 'Branch Name' (text input), and 'Account Name' (text input). The background shows business details like start date (10/2/1986), financial year end (December), and trading address information (7TH FLOOR ABSA TOWER, 15 TROVE STREET, JOHANNESBURG, GAUTENG, 2000).

**Business Details**  
Add Banking Details

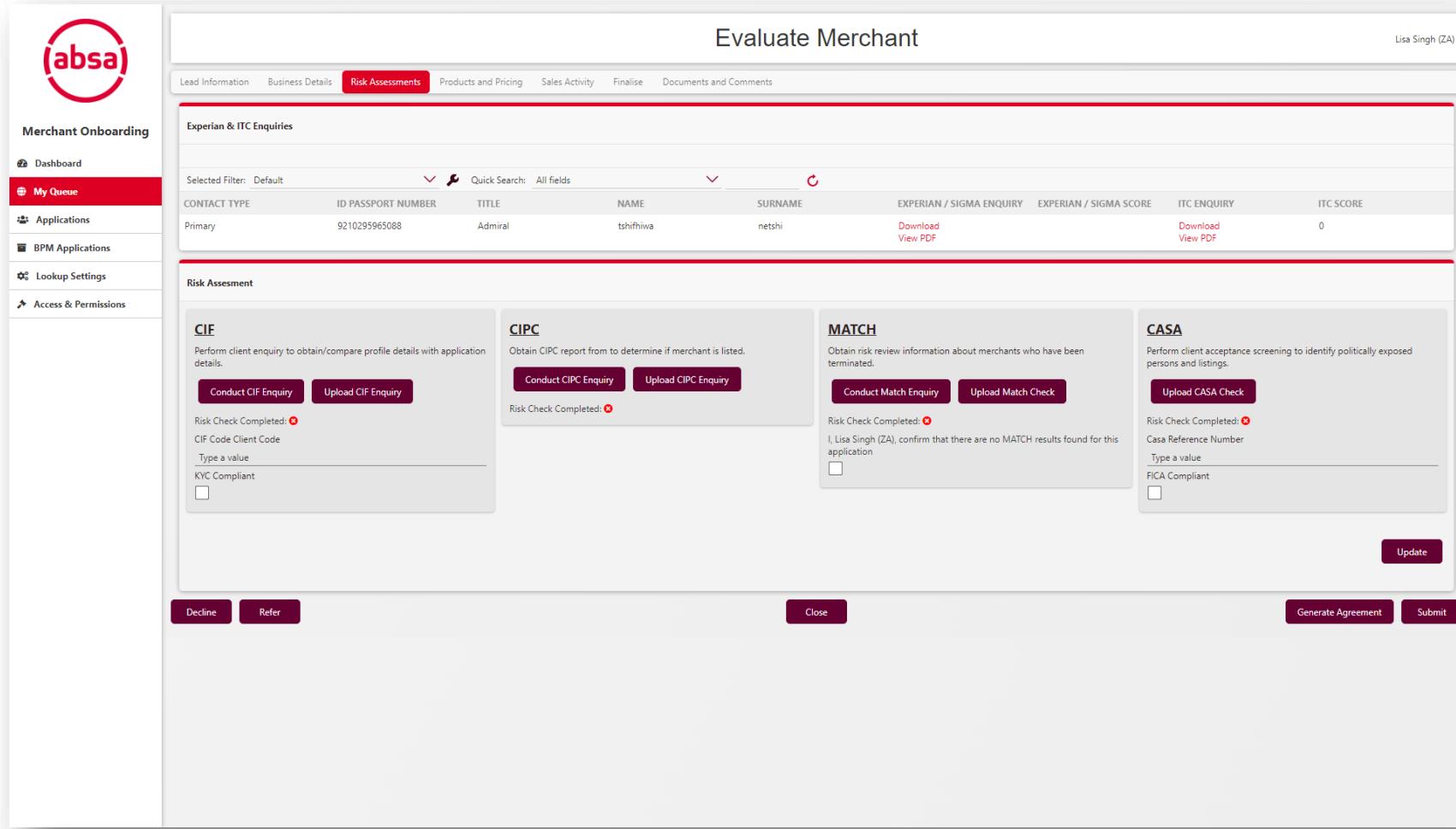
Create

Cancel



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Risk Assessments



The screenshot shows the 'Evaluate Merchant' page with the 'Risk Assessments' tab selected. At the top, there's a navigation bar with links: Lead Information, Business Details, Risk Assessments (highlighted in red), Products and Pricing, Sales Activity, Finalise, and Documents and Comments. Below the navigation is a section titled 'Experian & ITC Enquiries' showing a single record for Lisa Singh (ZA) with an ITC score of 0. The main area is divided into four risk assessment sections:

- CIF:** Perform client enquiry to obtain/compare profile details with application details. Buttons: Conduct CIF Enquiry, Upload CIF Enquiry.
- CIPC:** Obtain CIPC report from to determine if merchant is listed. Buttons: Conduct CIPC Enquiry, Upload CIPC Enquiry.
- MATCH:** Obtain risk review information about merchants who have been terminated. Buttons: Conduct Match Enquiry, Upload Match Check.
- CASA:** Perform client acceptance screening to identify politically exposed persons and listings. Buttons: Upload CASA Check.

At the bottom, there are buttons for Decline, Refer, Close, Generate Agreement, Submit, and Update.

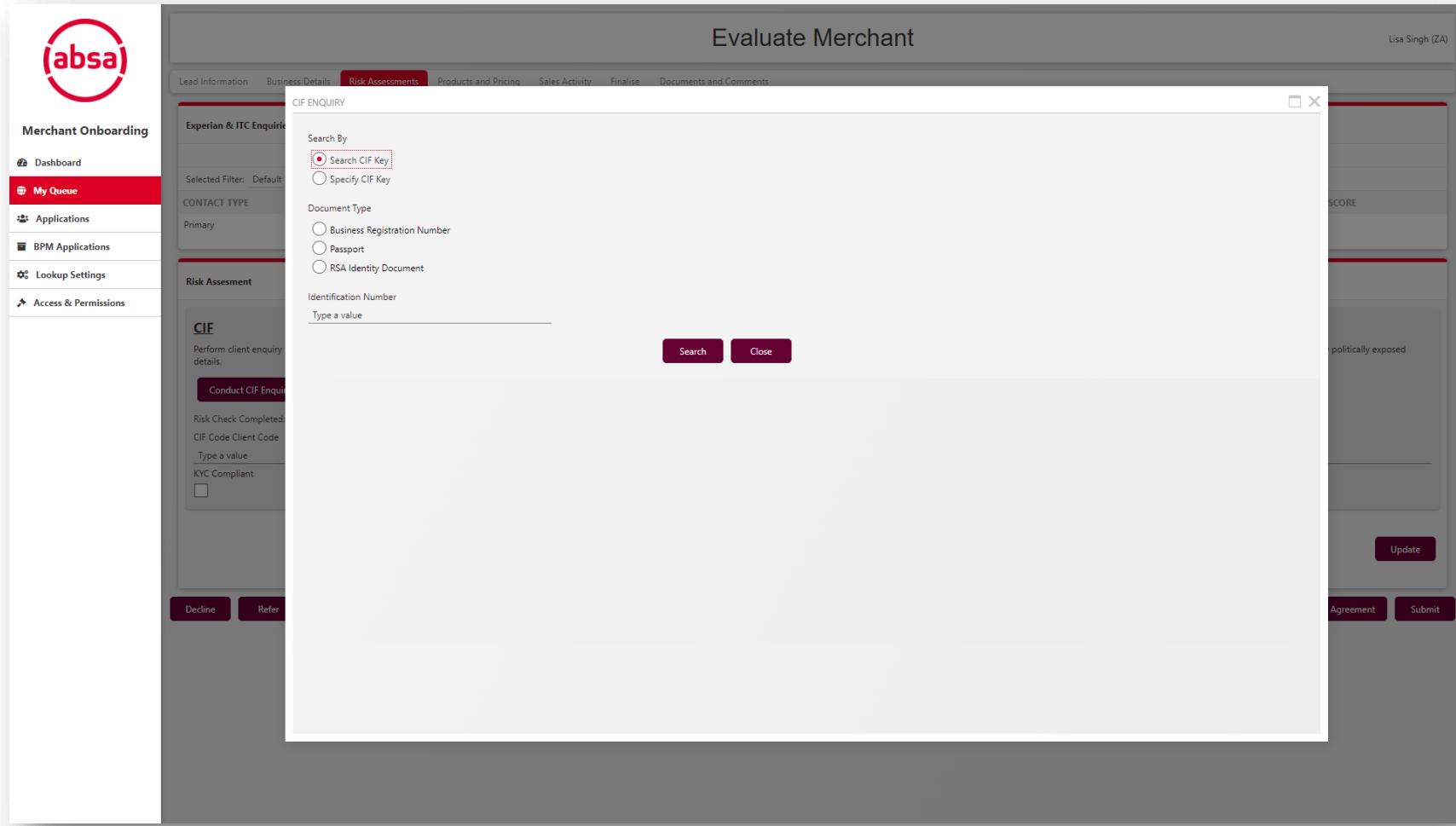
## Risk Assessments

- Conduct CIF Enquiry
- Upload CIF Enquiry
- Conduct CIPC Enquiry
- Upload CIPC Enquiry
- Conduct MATCH Enquiry
- Upload MATCH Enquiry
- Upload CASA Check
- Update
- Decline
- Refer
- Close
- Submit



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Risk Assessments - CIF



The screenshot shows the Merchant Onboarding software interface. The main header is "Evaluate Merchant" with a user name "Lisa Singh (ZA)" in the top right. The left sidebar has a red header "Merchant Onboarding" and includes links for Dashboard, My Queue (which is selected), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The main content area has tabs for Lead Information, Business Details, Risk Assessments (which is selected), Products and Pricing, Sales Activity, Finalise, and Documents and Comments. A sub-menu under "Risk Assessments" is "CIF". A modal window titled "CIF ENQUIRY" is open, containing fields for "Search By" (radio buttons for "Search CIF Key" and "Specify CIF Key", with "Search CIF Key" selected), "Document Type" (radio buttons for "Business Registration Number", "Passport", and "RSA Identity Document", with "Business Registration Number" selected), and "Identification Number" (text input field "Type a value"). At the bottom of the modal are "Search" and "Close" buttons. In the background, there are sections for "Experian & ITC Enquiry", "Selected Filter: Default", "CONTACT TYPE Primary", and "Risk Assessment". Buttons at the bottom include "Conduct CIF Enquiry", "Decline", and "Refer".

### Risk Assessments CIF

When performing a search, you will need to provide a Business Reg/Passport/ID number to search. You can then select a result from the table to generate the enquiry

Submit

Close



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Risk Assessments - CIF

CIF ENQUIRY

Search By  
 Search CIF Key  
 Specify CIF Key

CIF Key  
ACC 652

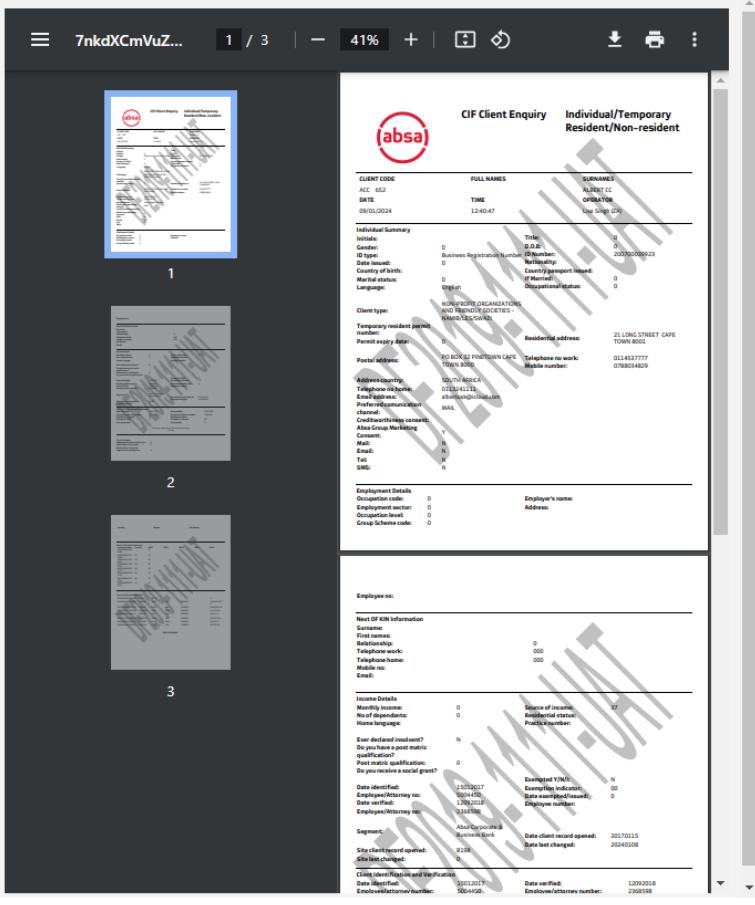
**CIF Details**

Title Code	ID Number	First Names	Surname
0	200700039923		ALBERT CC

Email Address  
albertusk@icloud.com

Cellphone Number  
788034829

**Generate CIF Document** **Save Document** **Close**



### Risk Assessments CIF

When specifying the CIF Key, you only need to add the CIF Key to generate the enquiry.

**Generate CIF Document**

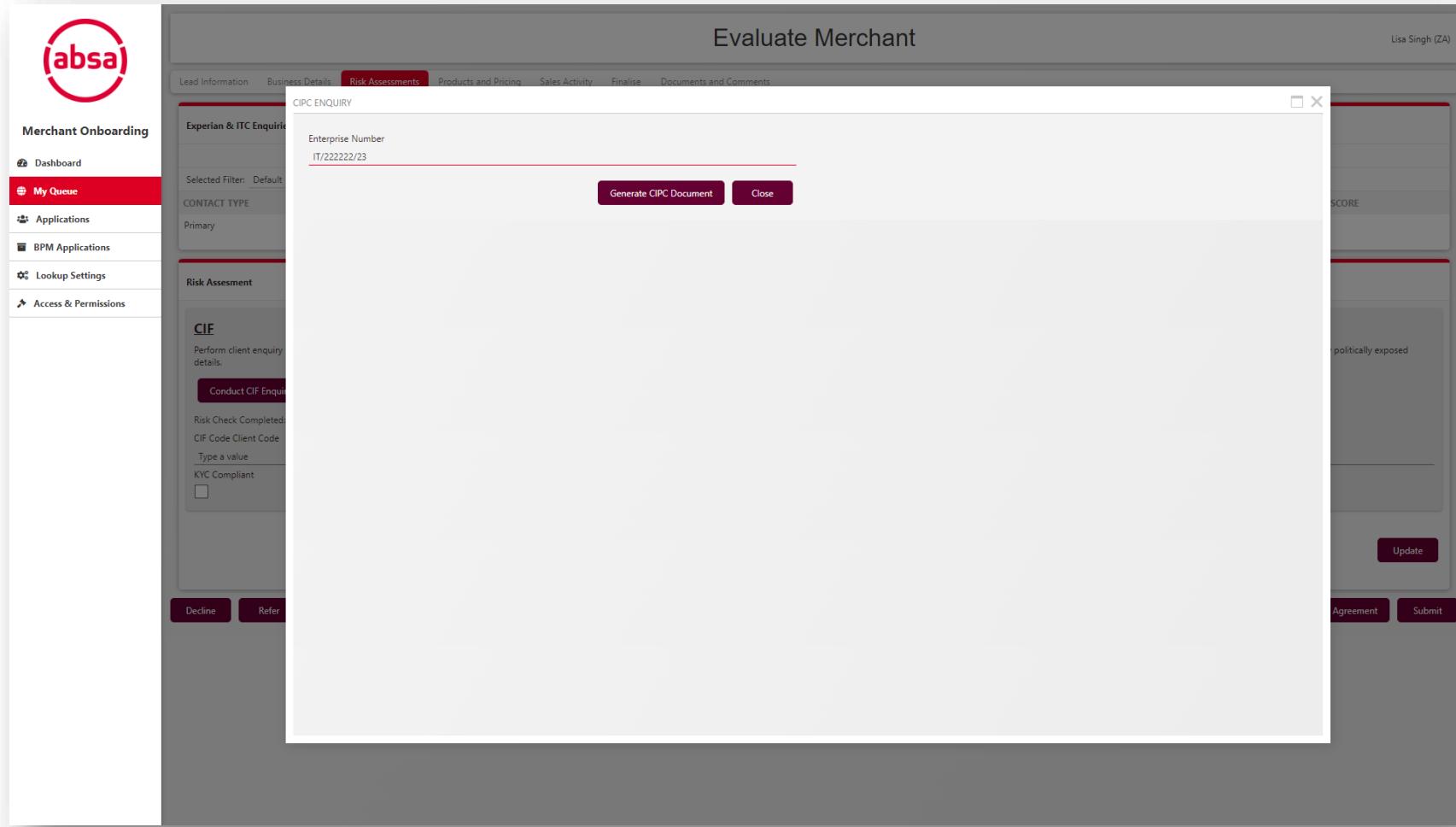
**Save Document**

**Close**



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Risk Assessments - CIPC



The screenshot shows the Merchant Onboarding software interface. The left sidebar has a red header 'Merchant Onboarding' with 'My Queue' highlighted. The main area has a grey header 'Evaluate Merchant' with 'Lisa Singh (ZA)' on the right. The top navigation bar includes 'Lead Information', 'Business Details', 'Risk Assessments' (highlighted in red), 'Products and Pricing', 'Sales Activity', 'Finalise', and 'Documents and Comments'. A sub-menu for 'CIPC ENQUIRY' is open, showing 'Enterprise Number: IT/22222/23'. Below it are sections for 'Experian & ITC Enquiry', 'Selected Filter: Default', 'CONTACT TYPE: Primary', 'Risk Assessment', 'CIF' (with a note to 'Perform client enquiry details.' and a 'Conduct CIF Enquiry' button), and 'KVC Compliant' (with a checkbox). At the bottom are 'Decline' and 'Refer' buttons. A large central window titled 'Evaluate Merchant' contains a modal dialog with a red border. The modal has a title 'CIPC ENQUIRY', a text input 'Enterprise Number: IT/22222/23', a 'Generate CIPC Document' button, and a 'Close' button. The background of the main window is dimmed.

### Risk Assessments CIPC

A valid Business Registration Number is required to generate a CIPC document

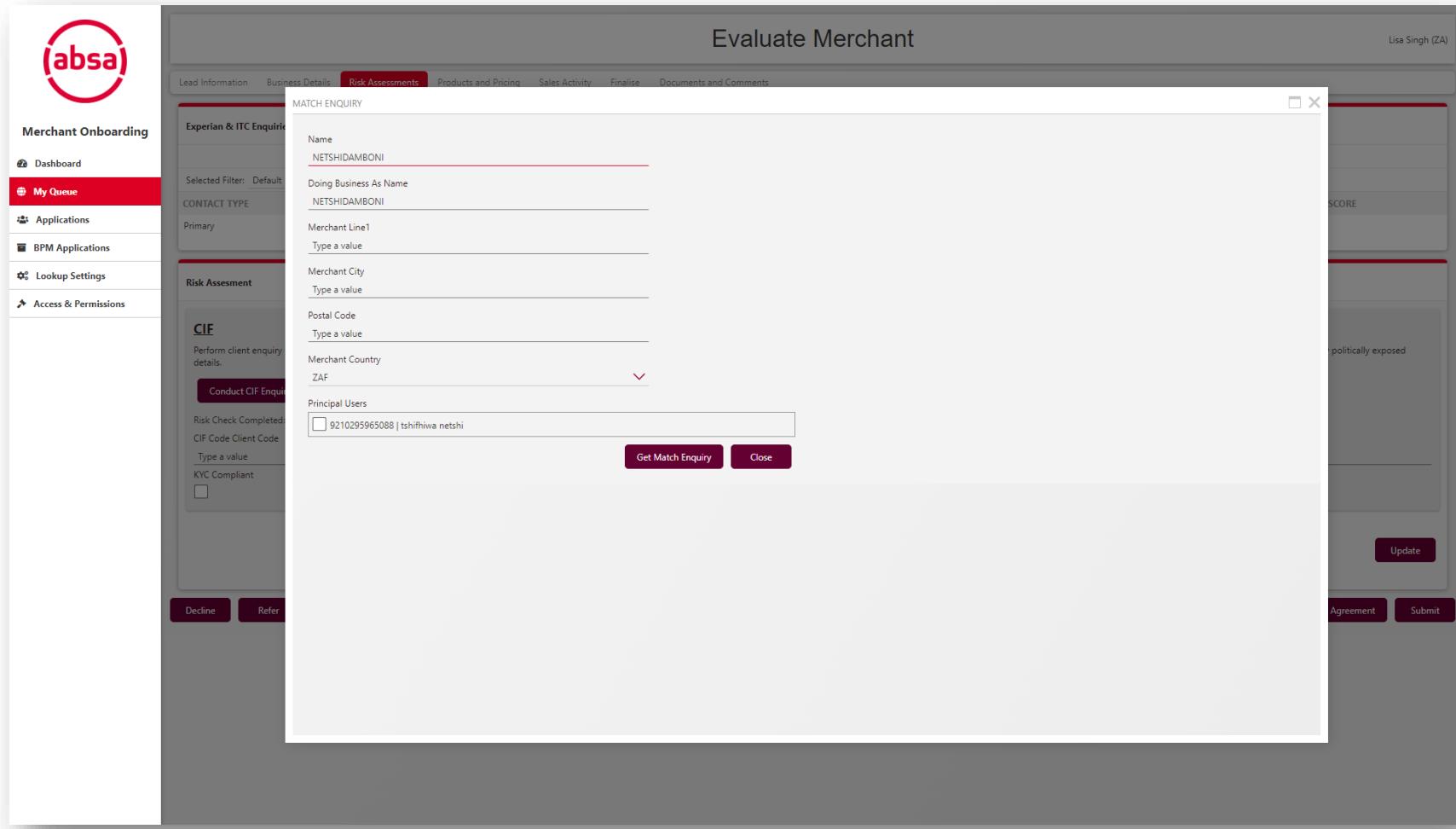
Generate CIPC  
Document

Close



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Risk Assessments - MATCH



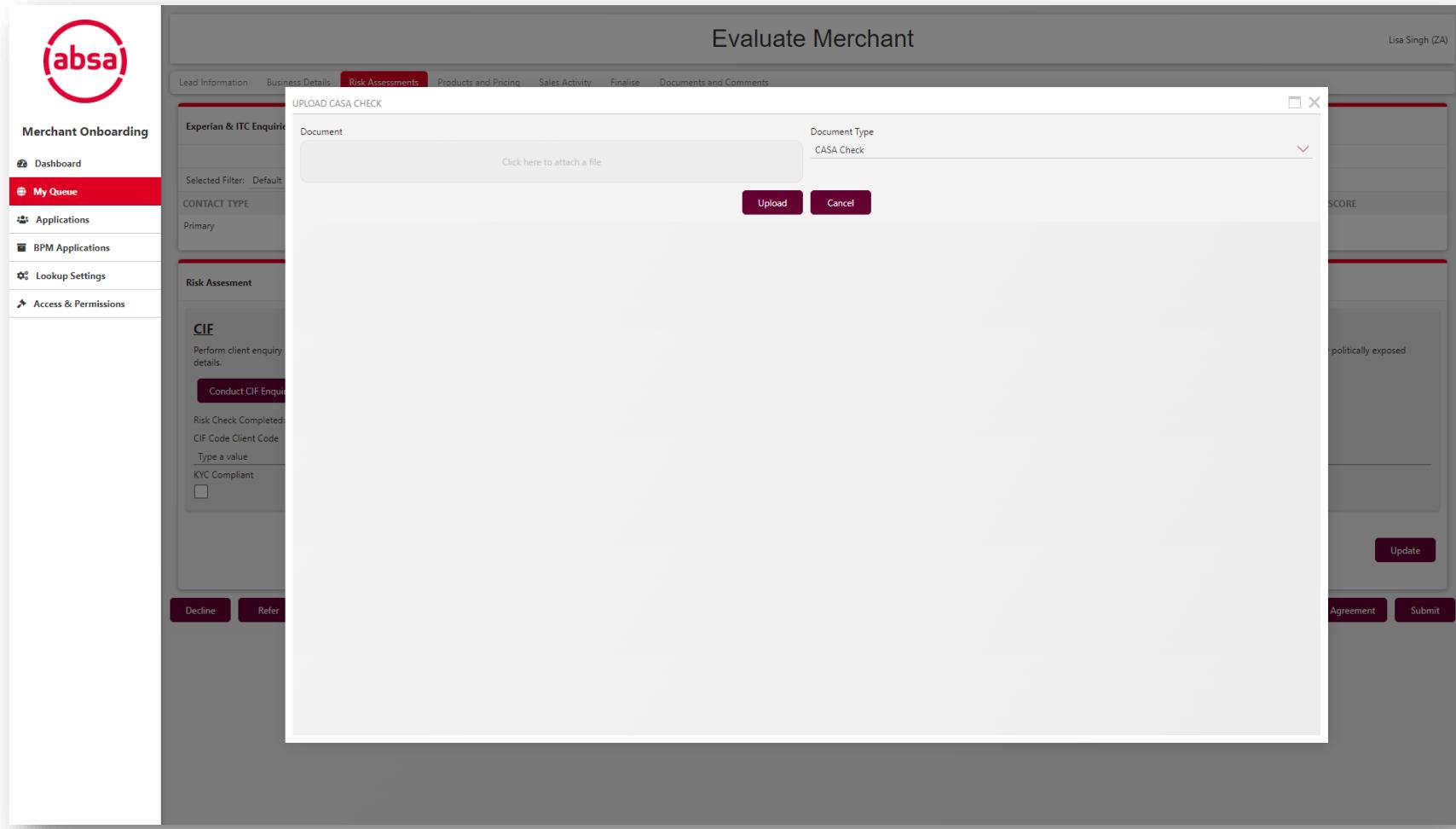
### Risk Assessments MATCH

The MATCH enquiry information will be pre-populated with the previously captured information. You will then be able to select which principals you would like to enquire on



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Risk Assessments - CASA



The screenshot shows the Merchant Onboarding application interface. The left sidebar includes links for Dashboard, My Queue (which is selected), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The main content area has tabs for Lead Information, Business Details, Risk Assessments (which is active), Products and Pricing, Sales Activity, Finalise, and Documents and Comments. A sub-menu under Risk Assessments lists Experian & ITC Enquiry, Selected Filter: Default, CONTACT TYPE (Primary), and Risk Assessment. Under Risk Assessment, there's a CIF section with a 'Conduct CIF Enquiry' button and a KYC Compliant checkbox. A modal window titled 'Evaluate Merchant' is open, specifically the 'Upload CASA Check' section. It shows a file input field with 'Document Type' set to 'CASA Check'. Below the input field are 'Upload' and 'Cancel' buttons. In the background, there's a dark overlay with a 'Score' section and buttons for 'Update', 'Agreement', and 'Submit'.

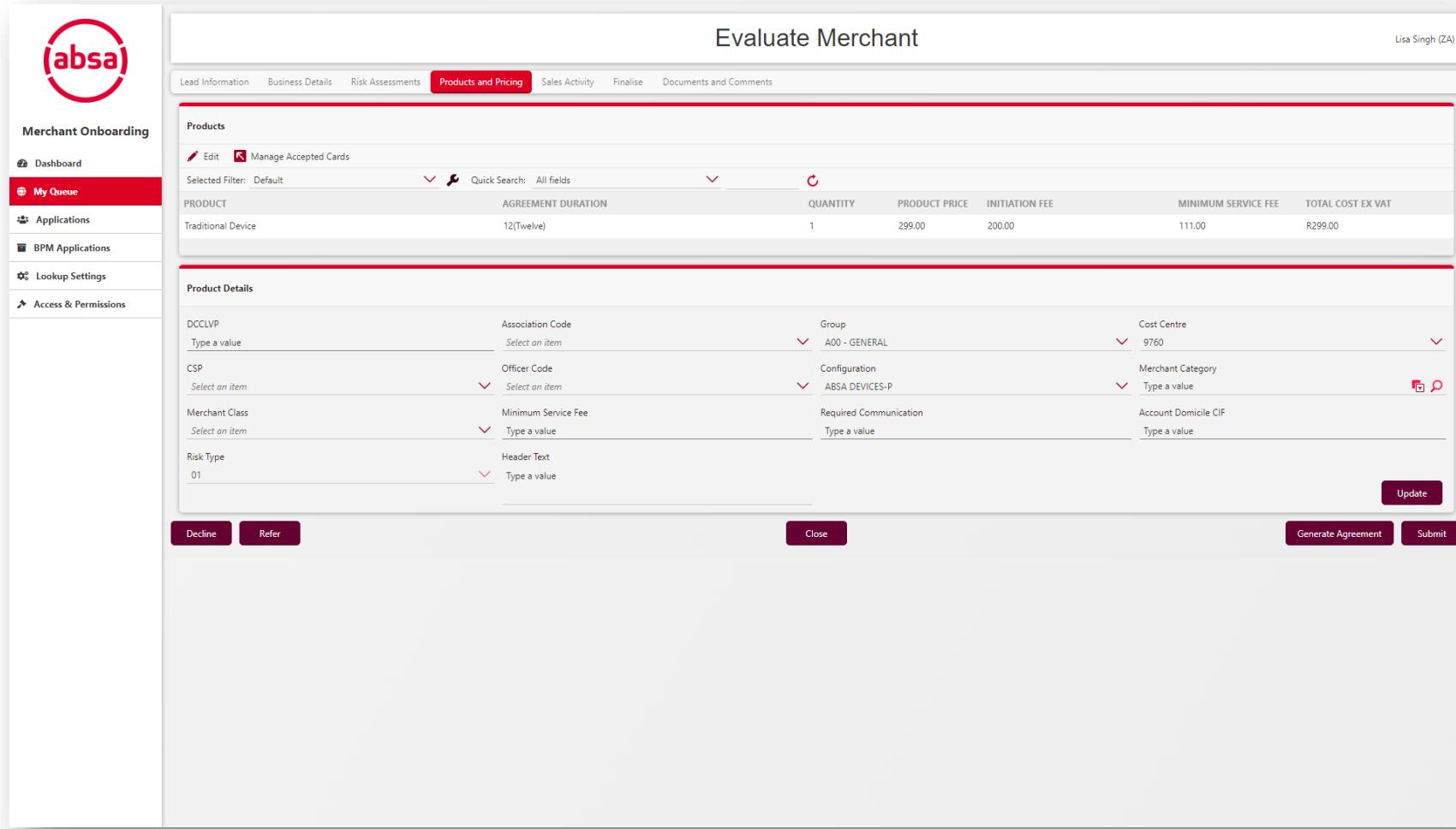
### Risk Assessments CASA

A CASA document will have to be manually uploaded onto the system.



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Products and Pricing



The screenshot shows the 'Evaluate Merchant' interface. At the top, there's a navigation bar with tabs: Lead Information, Business Details, Risk Assessments, **Products and Pricing** (which is selected), Sales Activity, Finalise, and Documents and Comments. The main area is titled 'Evaluate Merchant' and shows a table of products. The table has columns: PRODUCT, AGREEMENT DURATION, QUANTITY, PRODUCT PRICE, INITIATION FEE, MINIMUM SERVICE FEE, and TOTAL COST EX VAT. One row is visible: Traditional Device, 12(Twelve), 1, 299.00, 200.00, 111.00, R299.00. Below the table, there's a section titled 'Product Details' with various input fields and dropdown menus. At the bottom, there are buttons for Decline, Refer, Close, Generate Agreement, and Submit.

### Products Details

The various product detail fields should be filled in. When doing the Merchant Category, you can either enter the number, or search using the magnifying glass.



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Sales Activity



Merchant Onboarding

Dashboard

**My Queue**

Applications

BPM Applications

Lookup Settings

Access & Permissions

Evaluate Merchant

Lisa Singh (ZA)

Lead Information Business Details Risk Assessments Products and Pricing **Sales Activity** Finalise Documents and Comments

**Sales Activity**

Please fully describe the product and/or the services that will be sold and the methods that will be used  
Type a value

Annual Business Turnover  
 Select an item

Annual Card Turnover  
 Select an item

Average Card Transaction Value of the business (actual/estimated)  
 Select an item

Average Ticket Value on Credit Card  
 Select an item

Average Ticket Value on Debit Card  
 Select an item

Will a customer ever not receive (deferred) goods/services at the time of payment? If yes, please supply information below

**Update**

Decline Refer Close Generate Agreement Submit

**Sales Activity**



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Finalise



Merchant Onboarding

Dashboard

**My Queue**

Applications

BPM Applications

Lookup Settings

Access & Permissions

Evaluate Merchant

Lisa Singh (ZA)

Lead Information Business Details Risk Assessments Products and Pricing Sales Activity **Finalise** Documents and Comments

**PCI DSS**

I have read the PCI DSS requirements as stipulated on [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org) and I recognise that I must maintain full PCI DSS compliance at all times.  
 I will use Absa's Data Security Manager portal to achieve PCIDSS compliance.  
 I am aware of the monthly service fee of R40.10 for Data Security Manager.

**Sales Consultant Attestation**

I, Lisa Singh (ZA), confirm that all information in this application form is correct and that I am fully responsible for the quality assurance of the merchant's information.

**Update**

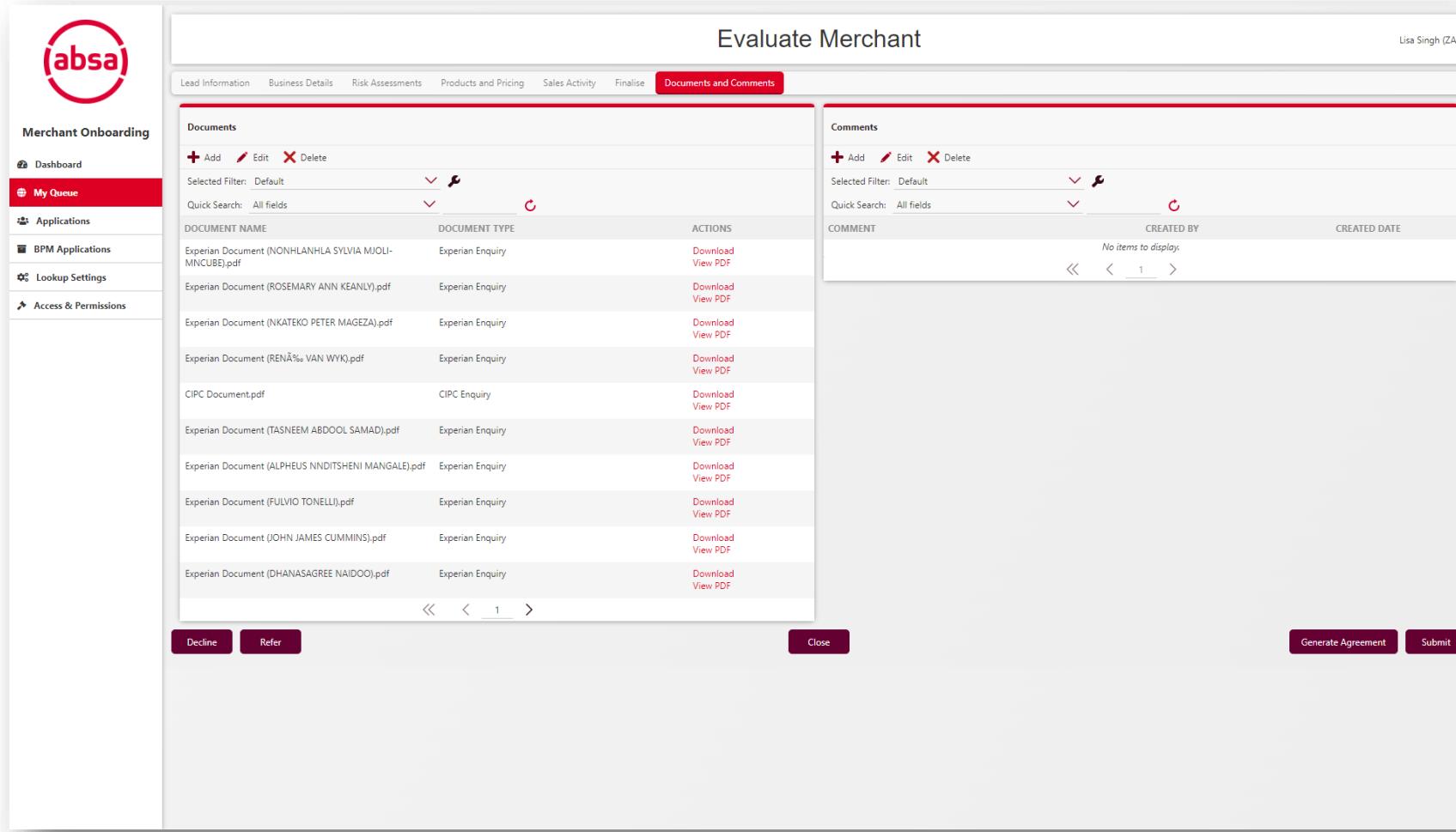
**Decline** **Refer** **Close** **Generate Agreement** **Submit**

**Finalise**



# Absa Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Documents and Comments



The screenshot shows the 'Evaluate Merchant' interface. At the top, there are tabs: Lead Information, Business Details, Risk Assessments, Products and Pricing, Sales Activity, Finalise, and **Documents and Comments**. The **Documents** tab is active, displaying a list of documents with columns: DOCUMENT NAME, DOCUMENT TYPE, and ACTIONS. The ACTIONS column contains links for Download and View PDF. The list includes documents from Experian and CIPC. Below the table are navigation arrows («, <, 1, >). At the bottom are buttons for Decline, Refer, Close, Generate Agreement, and Submit.

**Documents**

DOCUMENT NAME	DOCUMENT TYPE	ACTIONS
Experian Document (NONHLANHLA SYLVIA MJOLI-MNCUBE).pdf	Experian Enquiry	Download View PDF
Experian Document (ROSEMARY ANN KEANLY).pdf	Experian Enquiry	Download View PDF
Experian Document (NKATEKO PETER MAGEZA).pdf	Experian Enquiry	Download View PDF
Experian Document (RENA% VAN WYK).pdf	Experian Enquiry	Download View PDF
CIPC Document.pdf	CIPC Enquiry	Download View PDF
Experian Document (TASNEEM ABDool SAMAD).pdf	Experian Enquiry	Download View PDF
Experian Document (ALPHEUS NNDITSHENI MANGALE).pdf	Experian Enquiry	Download View PDF
Experian Document (FULVIO TONELLI).pdf	Experian Enquiry	Download View PDF
Experian Document (JOHN JAMES CUMMINS).pdf	Experian Enquiry	Download View PDF
Experian Document (DHANASAGREE NAIDOO).pdf	Experian Enquiry	Download View PDF

**Comments**

COMMENT	CREATED BY	CREATED DATE
No items to display.		

Navigation: «, <, 1, >

Buttons: Decline, Refer, Close, Generate Agreement, Submit

## Document and Comments



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Finalise - Generate Agreement



### Merchant Onboarding

Dashboard

**My Queue**

Applications

BPM Applications

Lookup Settings

Access & Permissions

Evaluate Merchant

Lisa Singh (ZA)

Lead Information Business Details Risk Assessments Products and Pricing Sales Activity **Finalise** Documents and Comments

**PCI DSS**

I have read the PCI DSS requirements as stipulated on [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org) and I recognise that I must maintain full PCI DSS compliance at all times.

I will use Absa's Data Security Manager portal to achieve PCI DSS compliance.

I am aware of the monthly service fee of R40.10 for Data Security Manager.

**Sales Consultant Attestation**

I, Lisa Singh (ZA), confirm that all information in this application form is correct and that I am fully responsible for the quality assurance of the merchant's information.

**Update**

Decline Refer Close **Generate Agreement** **Submit**

### Generate Agreement



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Generate Agreement

Screenshot of the 'Evaluate Merchant' interface showing the 'Generate Agreement' step.

The interface includes:

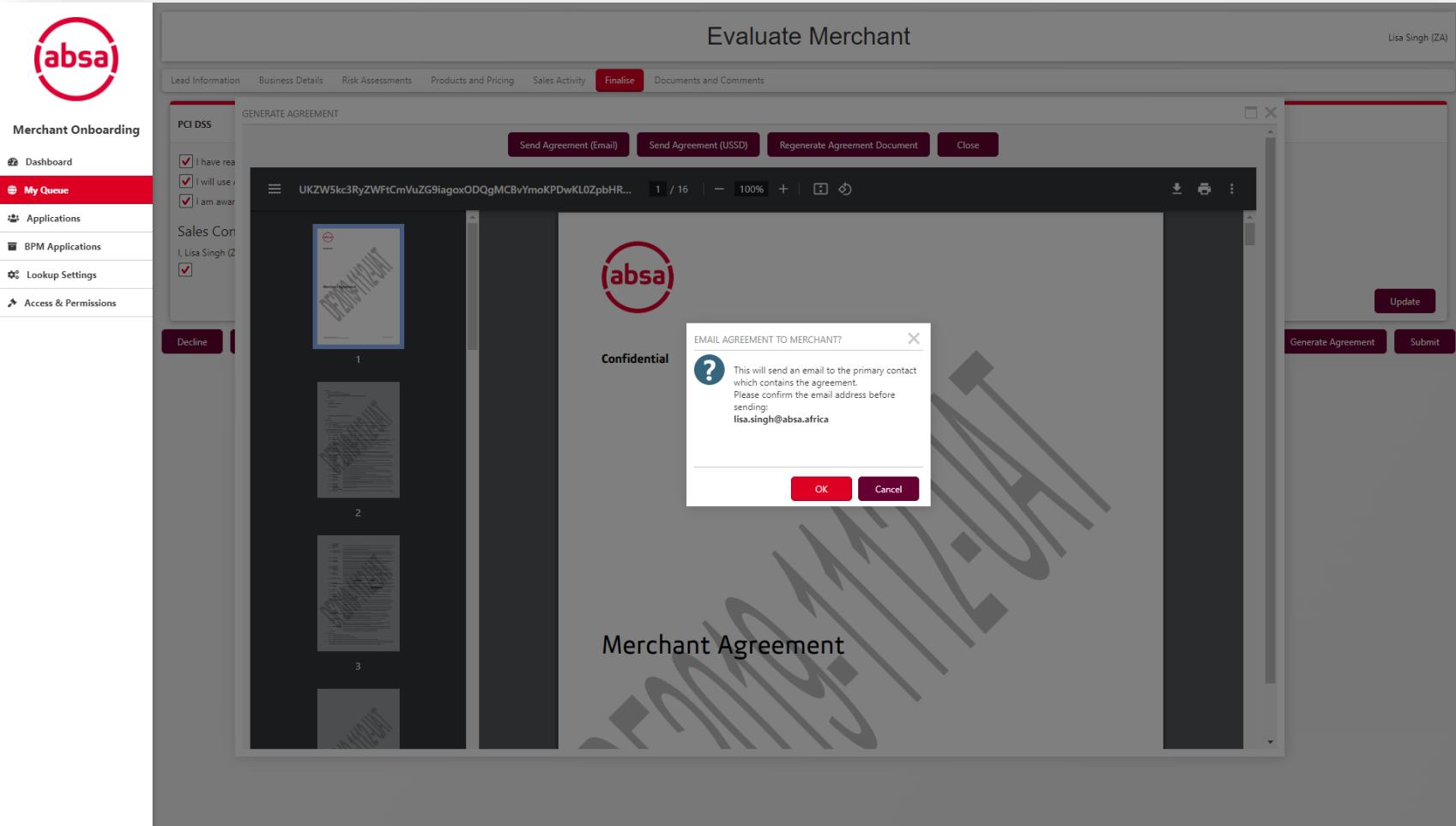
- Left sidebar: Merchant Onboarding menu with options like Dashboard, My Queue (highlighted), Applications, BPM Applications, Lookup Settings, and Access & Permissions.
- Top navigation bar: Lead Information, Business Details, Risk Assessments, Products and Pricing, Sales Activity, Finalise, Documents and Comments.
- User info: Lisa Singh (ZA).
- PCI DSS section: Checkboxes for 'I have read', 'I will use', and 'I am aware'.
- Generate Agreement button: Send Agreement (Email), Send Agreement (USSD), Regenerate Agreement Document, Close.
- Document preview area: Shows a thumbnail of the generated agreement document titled 'UKZW5kc3RyZWFrCmVuZG9iagoxODQgMCBvYmoKPDwKL0ZpbHR...'. It includes a large watermark reading '2020.12.14' diagonally across it.
- Document content: 'Merchant Agreement' with 'Confidential' and 'absa' logos.
- Right sidebar: Update, Generate Agreement, Submit buttons.

**Generate Agreement**



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Finalise - Generate Agreement



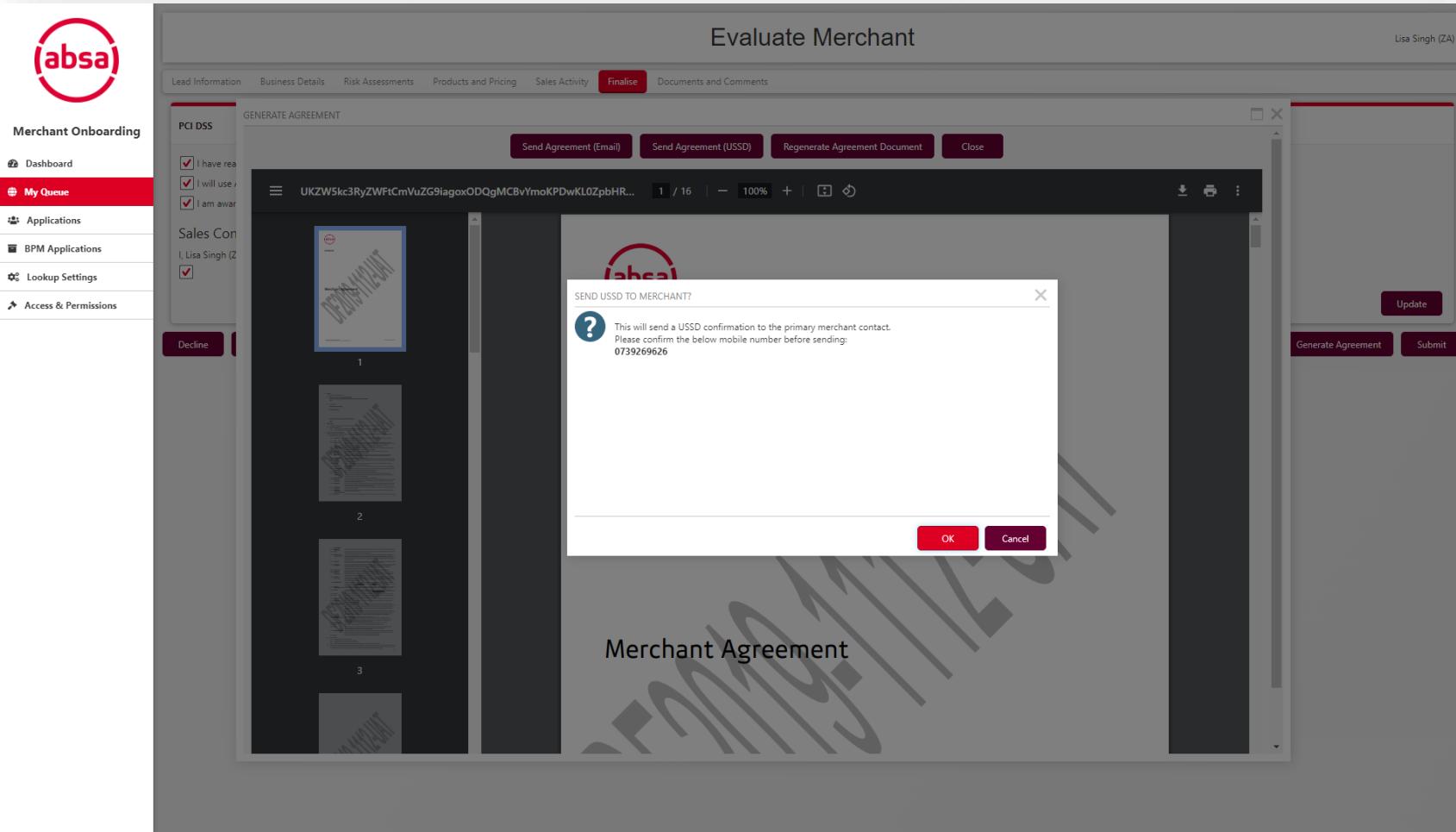
The screenshot shows the 'Evaluate Merchant' screen in the Absa Merchant Onboarding system. The left sidebar includes links for Dashboard, My Queue (which is selected), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The main content area displays a document titled 'GENERATE AGREEMENT' with several checkboxes under 'PCI DSS' (e.g., 'I have read and understood the PCI DSS requirements', 'I will use a secure connection', 'I am aware of the consequences of non-compliance'). Below this is a preview of a 'Merchant Agreement' document, showing three pages with redacted content. A confirmation dialog box is overlaid on the screen, asking 'EMAIL AGREEMENT TO MERCHANT?' and providing instructions to send an email to the primary contact at lisa.singh@absa.africa. The dialog has 'OK' and 'Cancel' buttons.

Email



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant – Finalise - Generate Agreement



The screenshot shows the 'Evaluate Merchant' screen in the Merchant Onboarding application. The top navigation bar includes 'Lead Information', 'Business Details', 'Risk Assessments', 'Products and Pricing', 'Sales Activity', 'Finalise' (which is highlighted in red), and 'Documents and Comments'. A sub-header 'Lisa Singh (ZA)' is visible. The left sidebar has sections for 'Merchant Onboarding', 'Dashboard', 'My Queue' (which is selected and highlighted in red), 'Applications', 'BPM Applications', 'Lookup Settings', and 'Access & Permissions'. A 'Decline' button is also present in the sidebar.

The main content area displays a 'GENERATE AGREEMENT' section with three buttons: 'Send Agreement (Email)', 'Send Agreement (USSD)' (which is highlighted in red), 'Regenerate Agreement Document', and 'Close'. Below this is a preview of a document titled 'UKZW5kc3RyZWFrCmVuZG9iagoxODQgMCBvYmoKPDwKL0ZpbHR...'. A modal window titled 'SEND USSD TO MERCHANT?' contains a message: 'This will send a USSD confirmation to the primary merchant contact. Please confirm the below mobile number before sending: 0739269626'. It has 'OK' and 'Cancel' buttons. In the background, a large watermark-like text 'Merchant Agreement' is visible across the bottom of the screen.

USSD



# Merchant Onboarding Training Guide

## My Queue – Evaluate Merchant

**Evaluate Merchant**

Lead Information Business Details Risk Assessments Products and Pricing Sales Activity Finalise Documents and Comments

Lisa Singh (ZA)

**Banking Details**

+ Add Edit Selected Filter: Default Quick Search: All fields PRIMARY OR SECONDARY BANK BRANCH CODE BRANCH NAME ACCOUNT NUMBER ACCOUNT NAME IS ACTIVE

No items to display.

**Business Details**

Business Start Date: 10/2/1986 Receive Merchant Statements Via Mail  Income Tax Registered  Business VAT Registered

Financial Year End: December

Income Tax Number: 9150116714

**Trading Address**

Copy Address

Trading Address Line 1: 7TH FLOOR ABSA TOWERS WEST

Trading Address Line 2: 15 TROVE STREET

Trading Address Line 3: Type a value

Trading Address Suburb: JOHANNESBURG

Trading Address City: GAUTENG

Trading Address Postal Code: 2000

**Head Office Address**

Use Trading Address

Head Office Address Line 1: Type a value

Head Office Address Line 2: Type a value

Head Office Address Line 3: Type a value

Head Office Address Suburb: Type a value

Head Office Address City: Type a value

Head Office Address Postal Code: Type a value

**Residential Address**

Residential Address Line 1: Type a value

Residential Address Line 2: Type a value

Residential Address Line 3: Type a value

Residential Address Suburb: Type a value

Residential Address City: Type a value

Residential Address Postal Code: Type a value

**Postal Address**

Use Residential Address

Postal Address Line 1: PO BOX 7735

Postal Address Line 2: JOHANNESBURG

Postal Address Line 3: Type a value

Postal Address Suburb: JOHANNESBURG

Postal Address City: GAUTENG

Postal Address Postal Code: 2000

**Buttons**

Decline Refer Close Update Generate Agreement Submit

### Generate Agreement

### Information

#### VALIDATION ERRORS

The following validation errors have been detected:

- Business Details**
  - No Primary Banking Details have been added.
  - There is missing Head Office Address details.
  - There is missing Residential Address details.
- Risk Assessments**
  - No Case Reference Number has been added.
  - No CII/Client Code has been added.
  - KYC Compliance has not been confirmed.
  - Match Check Attestation has not been confirmed.
  - No Match Enquiry has been added.
  - No ITC Enquiry has been added.
  - No OTR Enquiry has been added.
  - No CII/CII Client has been added.
- Products and Pricing**
  - No Merchant Class has been added.
  - No Association Code has been added.
  - No Officer Code has been added.
  - No Merchant Category has been added.
  - No Minimum Service Fee has been added.

OK



# Merchant Onboarding Training Guide

## My Queue – Merchant Activation

Merchant Onboarding

Dashboard

**My Queue**

Applications

BPM Applications

Lookup Settings

Access & Permissions

My Queue

Selected Filter: Default

Quick Search: All fields

My Queue

TASK	TASK STATUS	REFERENCE NUMBER	START DATE	TASK ACTIONS
Merchant Activation	Open	GN-202300056	Nov 30 2023 8:21AM	Open task Redirect Release
Merchant Activation	Open	GN-202300031	Nov 29 2023 2:09PM	Open task Redirect Release
Evaluate Merchant	Open	GN-202300032	Nov 27 2023 9:25AM	Open task Redirect Release
Evaluate Merchant	Open	HO-202300024	Nov 17 2023 12:52PM	Open task Redirect Release

<< < 1 > >>

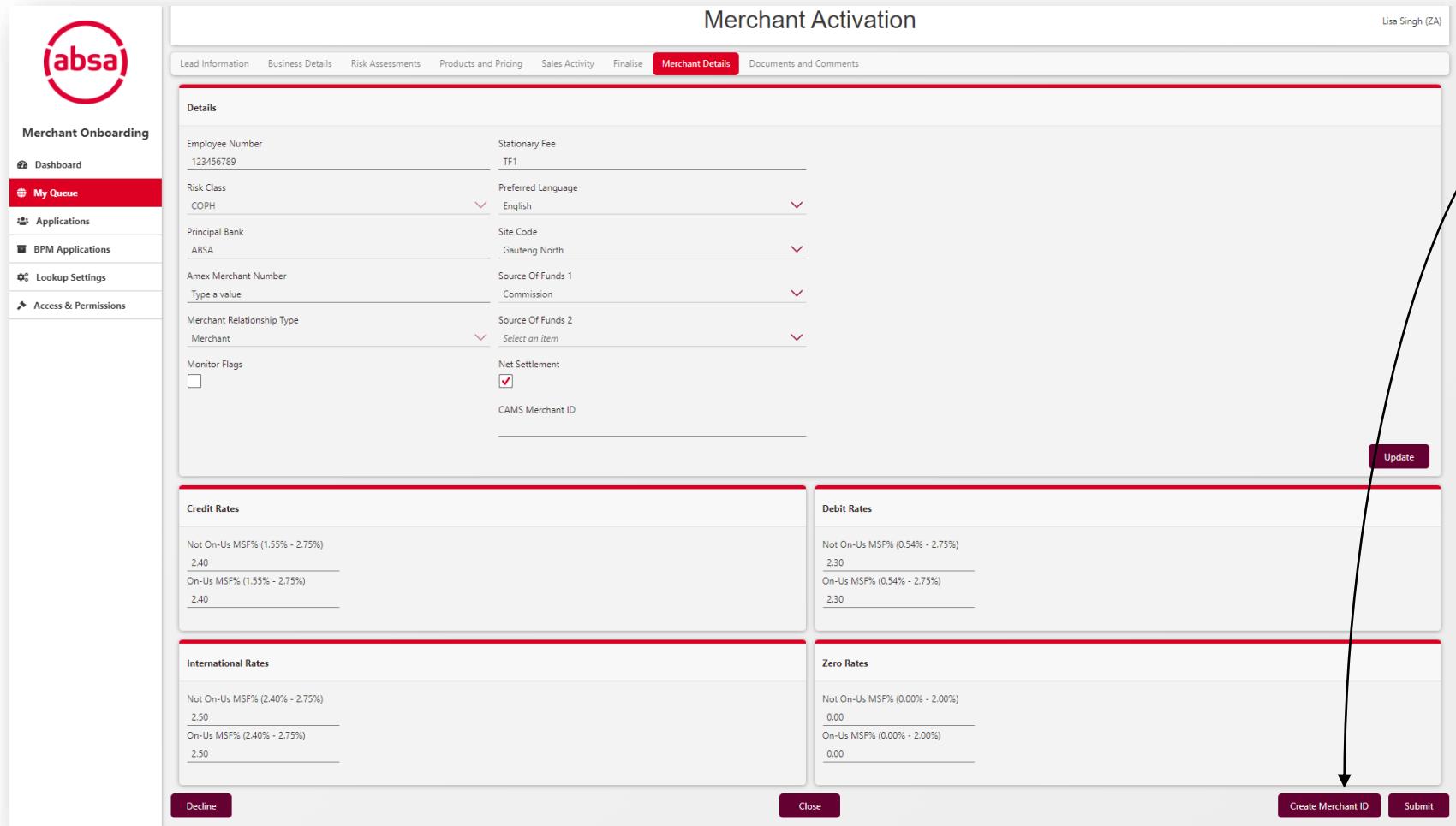
**Merchant Activation**  
Select Open Task



# Merchant Onboarding Training Guide

## My Queue – Merchant Activation

**Merchant Activation**  
Review and update details  
Create Merchant ID

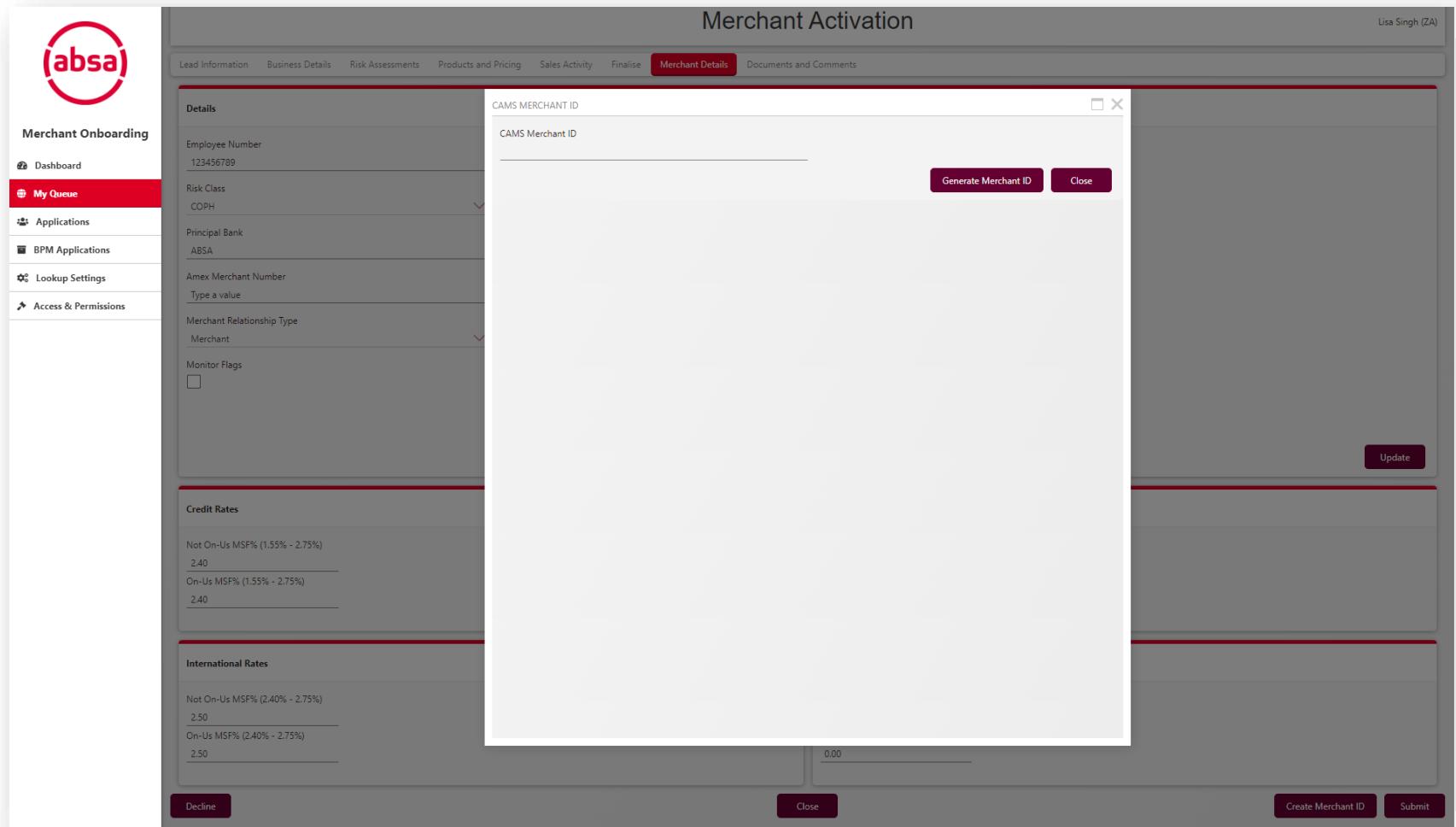


The screenshot shows the 'Merchant Activation' page within the 'Merchant Onboarding' application. The left sidebar includes links for Dashboard, My Queue (which is selected), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The main content area has tabs for Lead Information, Business Details, Risk Assessments, Products and Pricing, Sales Activity, Finalise, Merchant Details (selected), and Documents and Comments. The 'Merchant Details' tab contains fields for Employee Number (123456789), Stationary Fee (TF1), Risk Class (COPH), Preferred Language (English), Principal Bank (ABSA), Site Code (Gauteng North), Amex Merchant Number (Type a value), Source Of Funds 1 (Commission), Merchant Relationship Type (Merchant), Source Of Funds 2 (Select an item), Monitor Flags (checkbox), Net Settlement (checkbox checked), and CAMS Merchant ID. Below this are sections for Credit Rates, Debit Rates, International Rates, and Zero Rates, each with tables for Not On-Us MSF% and On-Us MSF%. At the bottom are buttons for Decline, Close, Create Merchant ID (highlighted with a red arrow), and Submit.



# Merchant Onboarding Training Guide

## My Queue – Merchant Activation – CAMS Merchant ID



The screenshot shows the 'Merchant Activation' screen within the 'Merchant Onboarding' application. The top navigation bar includes tabs for Lead Information, Business Details, Risk Assessments, Products and Pricing, Sales Activity, Finalise, Merchant Details (which is selected), and Documents and Comments. A user profile for Lisa Singh (ZA) is at the top right.

The main content area is titled 'Merchant Activation'. On the left, there's a sidebar with 'Merchant Onboarding' navigation items: Dashboard, My Queue (highlighted in red), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The 'My Queue' item has a sub-menu with 'Applications' and 'BPM Applications'.

The central panel displays 'Merchant Activation' details. It includes sections for 'Details' (Employee Number: 123456789, Risk Class: COPH, Principal Bank: ABSA), 'Credit Rates' (Not On-Us MSF% (1.55% - 2.75%): 2.40, On-Us MSF% (1.55% - 2.75%): 2.40), and 'International Rates' (Not On-Us MSF% (2.40% - 2.75%): 2.50, On-Us MSF% (2.40% - 2.75%): 2.50). A modal window titled 'CAMS MERCHANT ID' is open, showing a text input field for 'CAMS Merchant ID' with the value '123456789'. It contains 'Generate Merchant ID' and 'Close' buttons. At the bottom of the main panel are 'Decline', 'Close', 'Create Merchant ID', and 'Submit' buttons.

### Merchant Activation

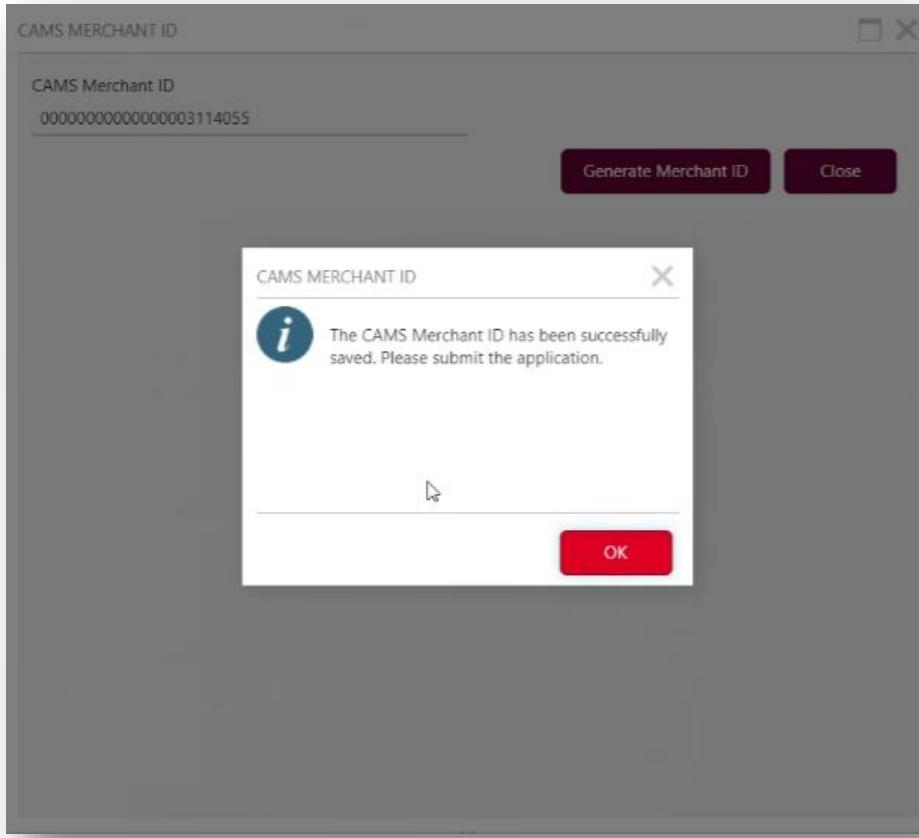
Review and update details  
Create Merchant ID

Generate Merchant will create an ID on CAMS



# Merchant Onboarding Training Guide

## My Queue – Merchant Activation – CAMS Merchant ID



### Merchant Activation

Review and update details  
Create Merchant ID

Generate Merchant will create an ID on CAMS