

Merchant Onboarding Training Guide

Application Access

Africa Access

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

Select Role

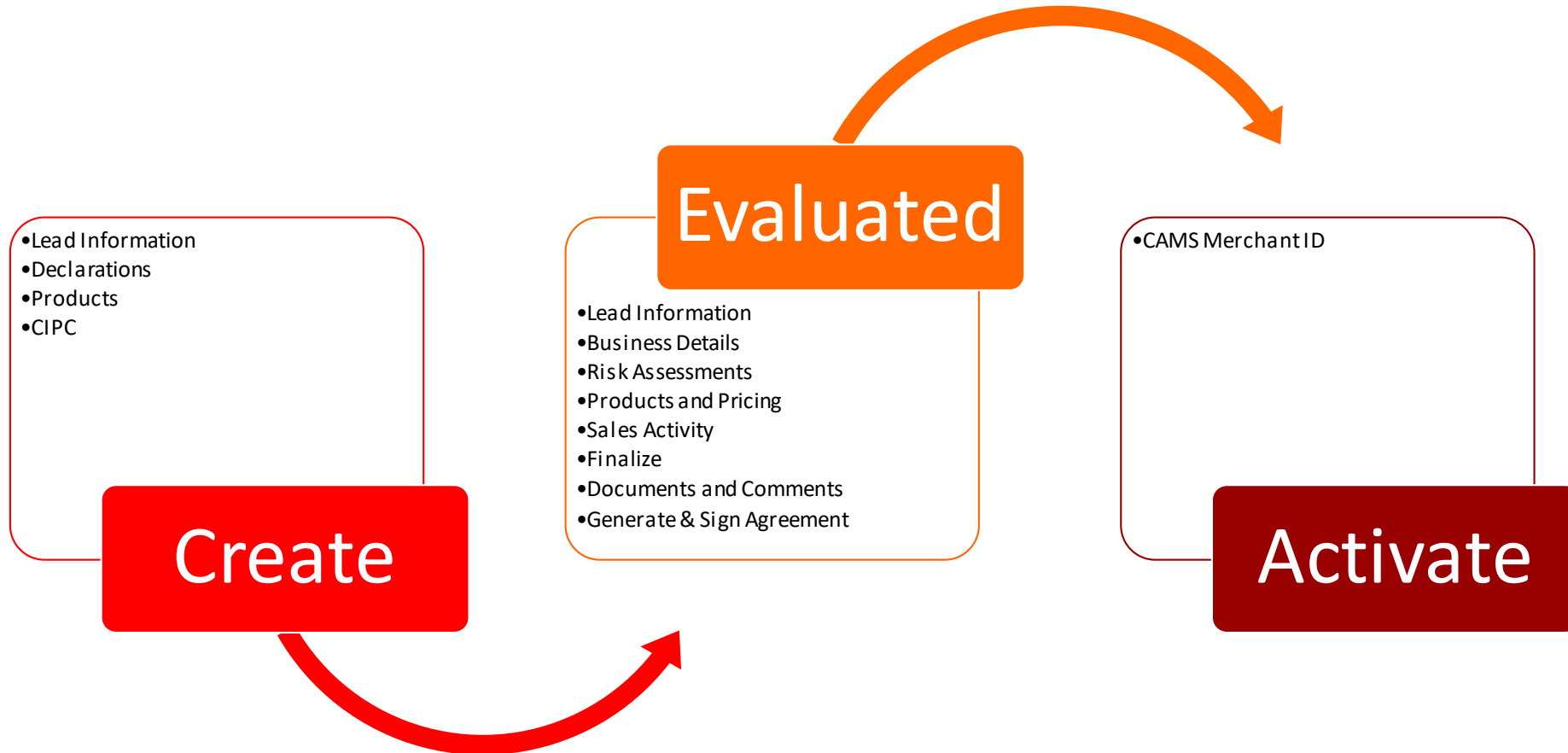
- Select Role
 - MerchantOnboardingVirtualChannelConsultant-PROD-ZA-Users
 - MerchantOnboardingMPRegionalManagers-PROD-ZA-Users
- Click Next

Submit Request

- Review Selection and Submit


Merchant Onboarding Training Guide

Onboarding Process



Merchant Onboarding Training Guide

Home Page







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 |
|--|-------------|------------------|------------|--------------|
| No items to display. | | | | |
|   1  | | | | |

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

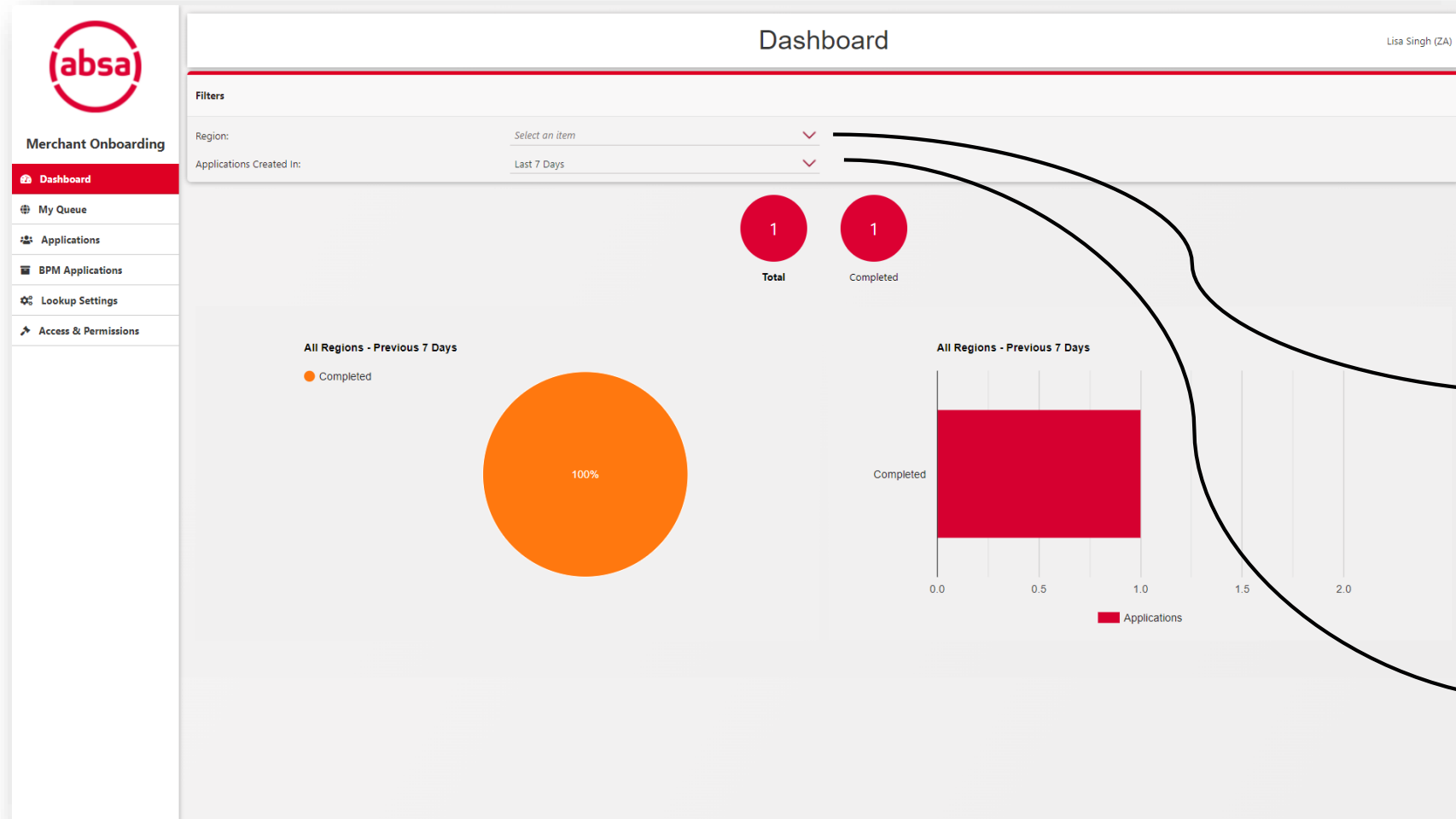
Login using your Corp account
Example

Username: "Corp/ablsa02"

Password: XXXXXX

Merchant Onboarding Training Guide

Dashboard



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

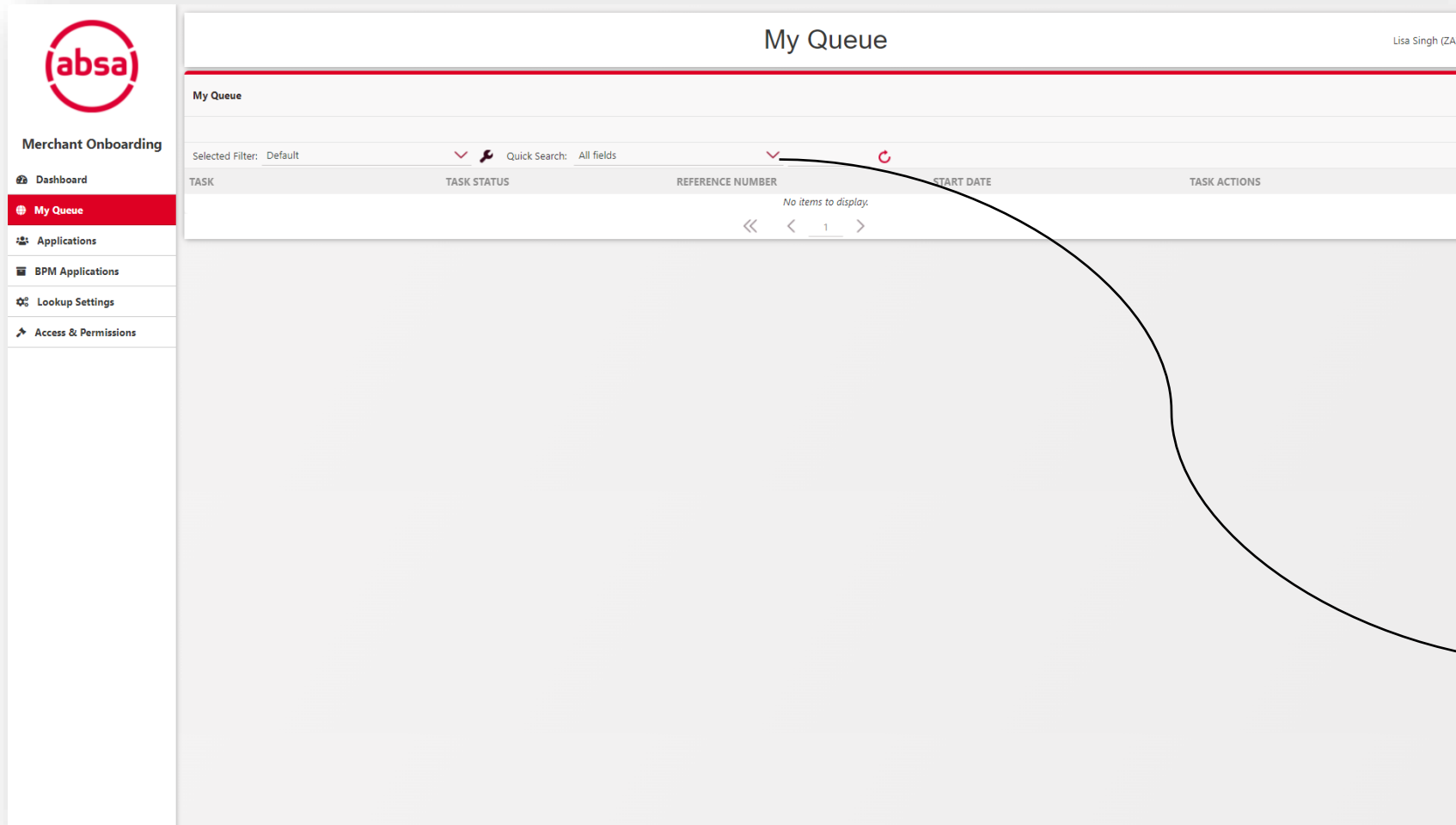
Days

Last 7 Days ▼

- Last 7 Days**
- Last 30 Days

Merchant Onboarding Training Guide

My Queue



My Queue

Lisa Singh (ZA)

My Queue

Selected Filter: Default Quick Search: All fields

| TASK | TASK STATUS | REFERENCE NUMBER | START DATE | TASK ACTIONS |
|----------------------|-------------|------------------|------------|--------------|
| No items to display. | | | | |

Quick Search: All fields

My Queue

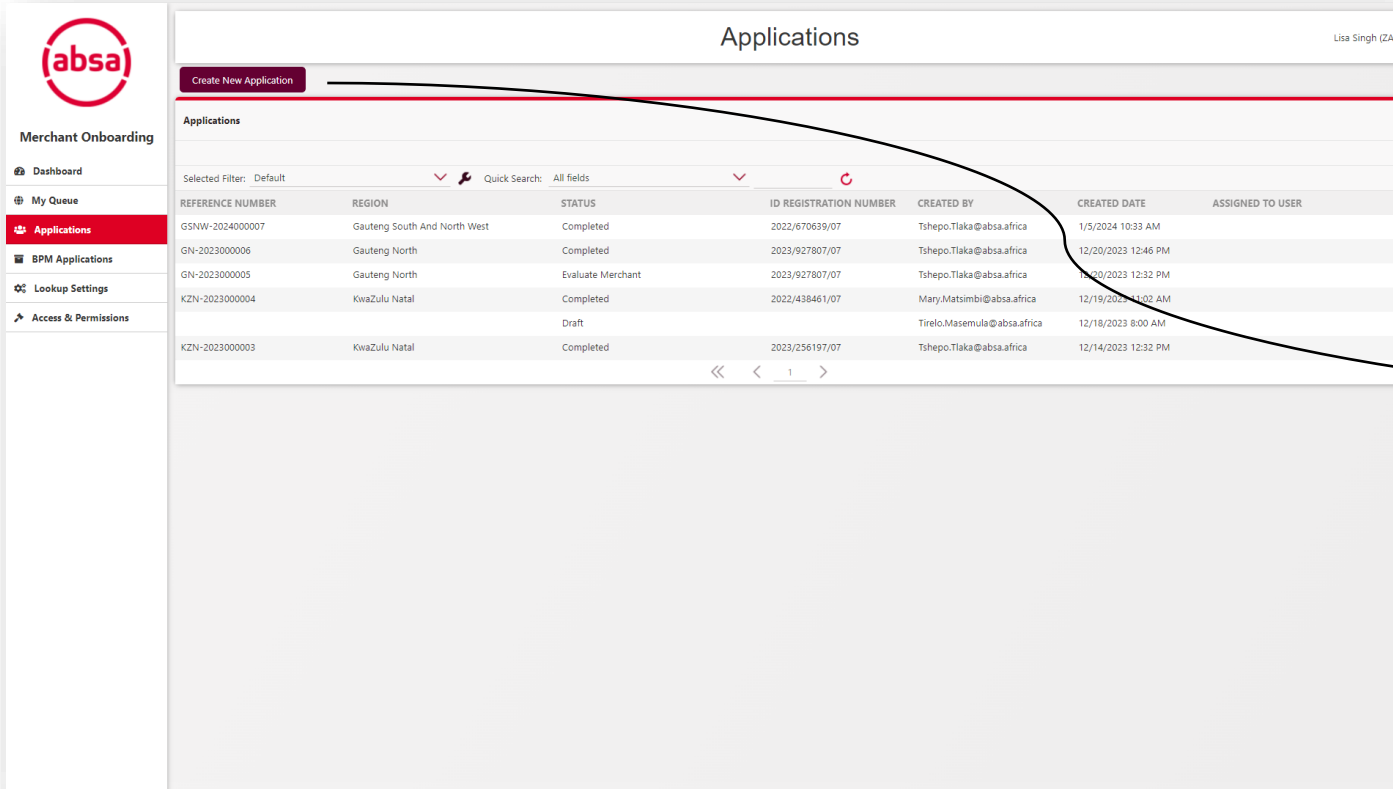
This page allows you to search cases that are currently assigned to your queue. You can search for a specific case using the reference number.

Quick Search: All fields

- All fields
- Task
- Reference Number
- Start Date

Merchant Onboarding Training Guide

Applications



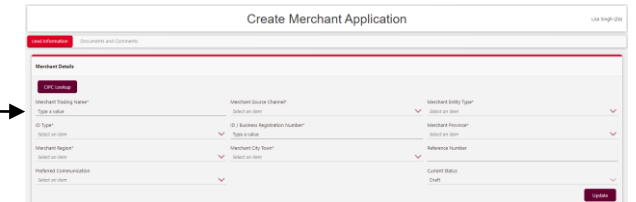
Applications

Selected Filter: Default Quick Search: All fields

| REFERENCE NUMBER | REGION | STATUS | ID REGISTRATION NUMBER | CREATED BY | CREATED DATE | ASSIGNED TO USER |
|------------------|------------------------------|-------------------|------------------------|-----------------------------|---------------------|------------------|
| GSNW-2024000007 | Gauteng South And North West | Completed | 2022/670639/07 | Tshepo.Tlaka@absa.africa | 1/5/2024 10:33 AM | |
| GN-2023000006 | Gauteng North | Completed | 2023/927807/07 | Tshepo.Tlaka@absa.africa | 12/20/2023 12:46 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 | 2023/256197/07 | 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*
- ID Type*
- Merchant Reg No*
- Preferred Communication*
- Merchant Source Channel*
- ID Number Registration Number*
- Merchant City, Town*
- Merchant Postal Code*
- Merchant Number*
- Current Status*

Create New
Application

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

Preferred Communication

Select an 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 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. | | | | | | | |

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 | 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

Lead Information
Merchant Details and available selections

Preferred Communication
Select an item

- E-MAIL
- MAIL
- SMS
- TELEPHONE

ID Type*
Select an item

- Business Registration Number
- Other
- Passport
- RSA Identity Document

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

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

Preferred Communication

Select an item

Current Status

Draft

Update

Lead Information CIPC Lookup

CIPC Lookup

Update

Generate CIPC
Document

Close

CIPC ENQUIRY

Enterprise Number
200020002000

Generate CIPC Document

Close

CIPC ENQUIRY

Enterprise Number
1986/00354/06

Generate CIPC Document

Save Document & Details

Close

gobGpAREJK...

1 / 3

40%

1

2

3

CIPC Enquiry

absa

CIPC Enquiry

1

2

3

Merchant Onboarding Training Guide

Applications – Merchant Details – CIPC – Documents & Comments

Create Merchant Application

Lisa Singh (ZA)

Lead Information

Documents and Comments

Documents

+ Add Edit X Delete

Selected Filter: Default

Quick Search: All fields

| DOCUMENT NAME | DOCUMENT TYPE | ACTIONS |
|-------------------|---------------|----------------------|
| CIPC Document.pdf | CIPC Enquiry | Download View PDF |

<< < 1 > >>

Comments

+ Add Edit X 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

CIPC ENQUIRY

Enterprise Number
1986-003934-08

Generate CIPC Document

Save Document & Details

Close

gubGApARqK...

1 / 3

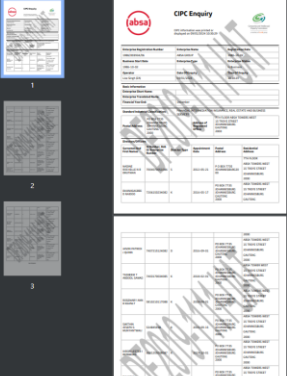
40%

1

2

3

CIPC Enquiry



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* | Merchant Source Channel* | Merchant Entity Type* |
| Zachary Inc | Direct - Email | Individual |
| ID Type* | ID / Business Registration Number* | Merchant Province* |
| Other | 2000200023000 | Gauteng |
| Merchant Region* | Merchant City Town* | Reference Number |
| GN - Gauteng North | Johannesburg | GN-2024000096 |
| Preferred Communication | Current Status | |
| E-MAIL | 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

✕ 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. | | | | | | | |

Contact Details

A Primary contact is required to save the application.

Select the “Add” button to populate contact information

ADD CONTACT PERSON

❏ ✕

Contact Type

☒ Primary

☐ Secondary

ID Type

☐ RSA Identity Document

☐ 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

Add

Edit

Create

Cancel

Merchant Onboarding Training Guide

Applications – Products

| Products | | | | | | |
|--|--------------------|----------|---------------|----------------|---------------------|-------------------|
| <div><div><div><div></div></div><div><div></div></div></div><div><div>+</div> Add</div><div><div></div> Edit</div></div> | | | | | | |
| Selected Filter: Default <div></div> Quick Search: All fields <div></div> <div></div> | | | | | | |
| PRODUCT | AGREEMENT DURATION | QUANTITY | PRODUCT PRICE | INITIATION FEE | MINIMUM SERVICE FEE | TOTAL COST EX VAT |
| No items to display. | | | | | | |

ADD PRODUCT

Product

Select on item

Quantity

Type a value

Initiation Fee (R)

Type a value

Debit Cards % (0.54 - 2.75)

Type a value

Credit Cards % (1.55 - 2.75)

Type a value

International Cards % (2.40 - 2.75)

Type a value

Agreement Duration

Select on item

Product Price (R)

Type a value

Minimum Service Fee (R)

Type a value

Total Cost Ex Vat (R)

0.00

Create

Cancel

Products

Select the “Add” button to populate Products

Create

Cancel

Information

INVALID RATES

Invalid rates have been captured. Please ensure the rate fall between the minimum and maximum range.

OK

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

Preferred Communication

Select an item

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 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 | | | | | | | |

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 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) | |
|--------------------------|--|-------------------------|--|------------------|--|----------------------|--|--------|--|----------------------|--|
| My Queue | | | | | | | | | | | |
| Selected Filter: Default | | Quick Search: All Items | | | | | | | | | |
| STATUS | | STATUS | | REFERENCE NUMBER | | STATUS | | STATUS | | STATUS ACTIONS | |
| Evaluate Merchant | | New | | 014-0040000000 | | Jan 9, 2024 10:40:00 | | | | Open Task Requeue | |
| Evaluate Merchant | | New | | 014-0040000000 | | Jan 9, 2024 10:40:00 | | | | Open Task Requeue | |

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)

Selected Filter: DefaultQuick Search: All fields

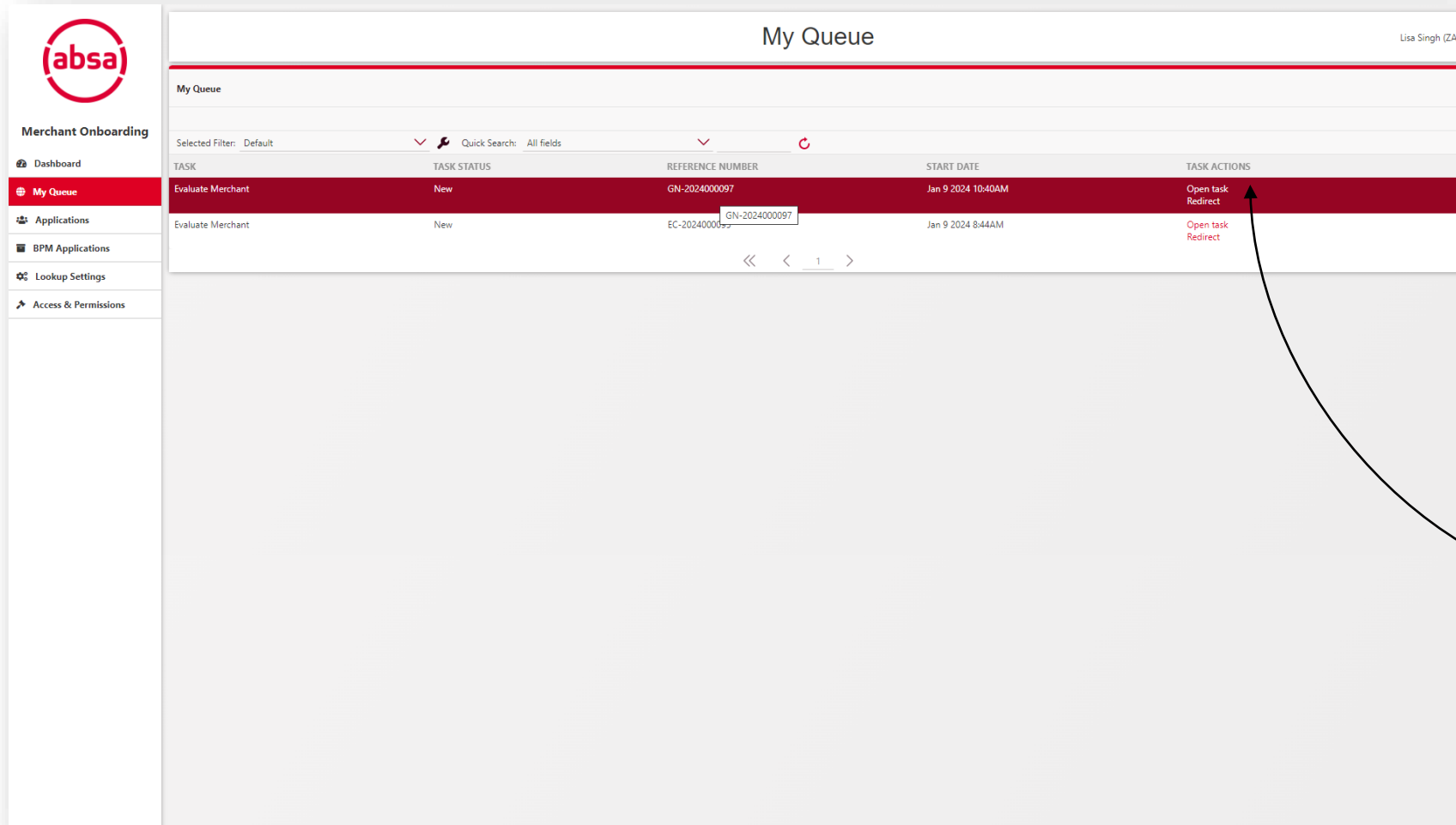
| TASK | TASK STATUS | REFERENCE NUMBER | START DATE | TASK ACTIONS |
|-------------------|-------------|----------------------------|--------------------|-----------------------|
| Evaluate Merchant | New | GN-2024000097 | Jan 9 2024 10:40AM | Open task Redirect |
| Evaluate Merchant | New | EC-2024000097GN-2024000097 | Jan 9 2024 8:44AM | Open task Redirect |

<< < 1 >

My Queue
Submitted Applications available for
evaluation

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant



| My Queue | | | | |
|---|-------------|------------------|--------------------|-----------------------|
| 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

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 InformationBusiness DetailsRisk AssessmentsProducts and PricingSales ActivityFinaliseDocuments 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.

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☒ 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: DefaultQuick 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 | 10PD07396 | | 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

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Access & Permissions

Evaluate Merchant

Lisa Singh (ZA)

Lead InformationBusiness DetailsRisk AssessmentsProducts and PricingSales ActivityFinaliseDocuments and Comments

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 TROYE 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

Update

Decline

Refer

Close

Generate Agreement

Submit

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

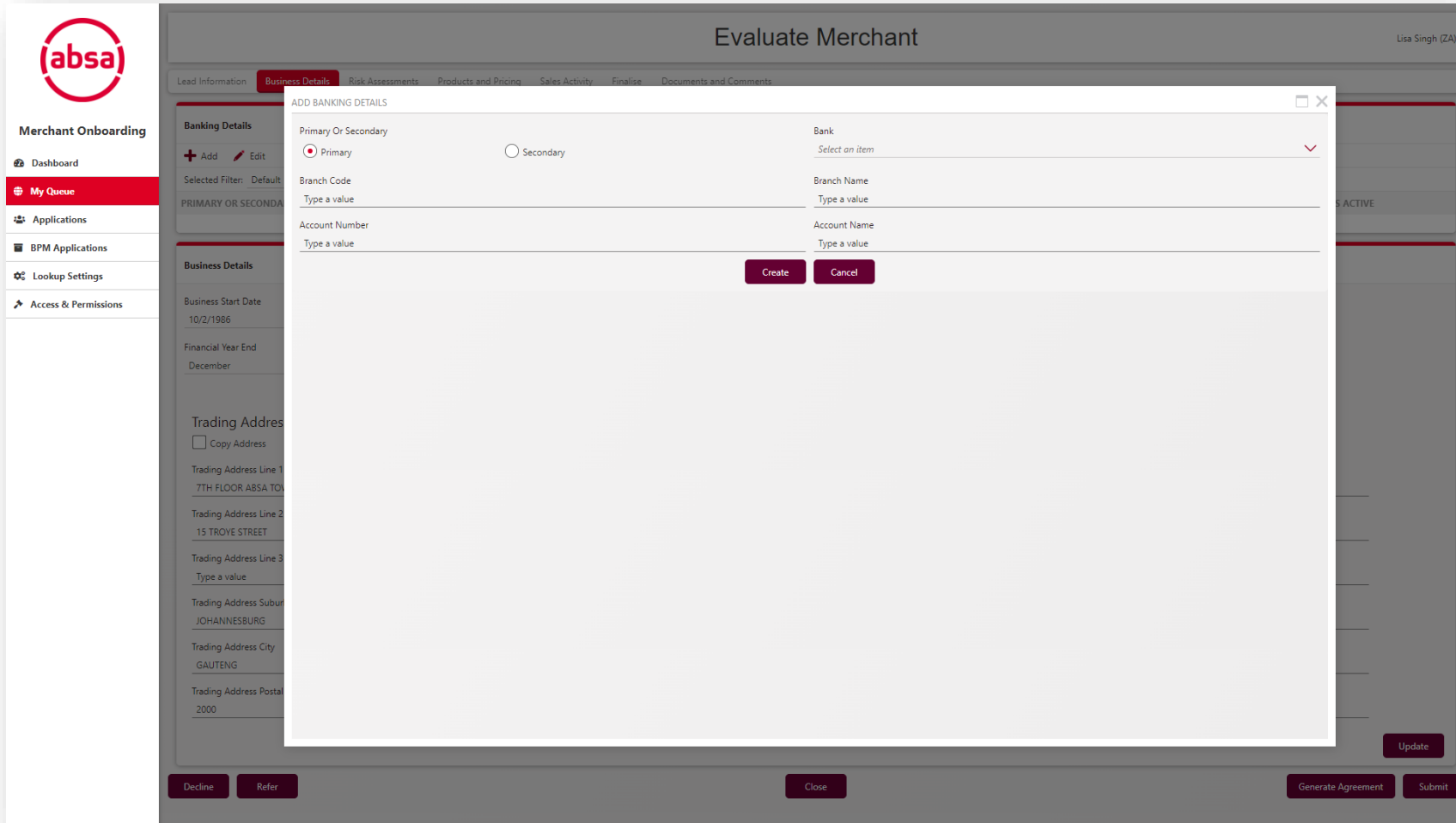
Refer

Close

Submit

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant – Business Details – Banking Details



The screenshot displays the 'Evaluate Merchant' interface. The left sidebar shows the 'Merchant Onboarding' menu with 'My Queue' selected. The main content area has tabs for 'Lead Information', 'Business Details', 'Risk Assessments', 'Products and Pricing', 'Sales Activity', 'Finalise', and 'Documents and Comments'. The 'Business Details' tab is active, showing fields for 'Business Start Date' (10/2/1986), 'Financial Year End' (December), and 'Trading Address'. A modal window titled 'ADD BANKING DETAILS' is open, featuring a 'Primary Or Secondary' section with radio buttons for 'Primary' (selected) and 'Secondary'. It includes fields for 'Bank' (a dropdown menu), 'Branch Code', 'Branch Name', 'Account Number', and 'Account Name'. 'Create' and 'Cancel' buttons are at the bottom of the modal. The background interface includes a 'Decline' button, a 'Refer' button, a 'Close' button, and 'Generate Agreement' and 'Submit' buttons.


Business Details Add Banking Details

Create

Cancel

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant – Risk Assessments

**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

Experian & ITC Enquiries

Selected Filter: Default

Quick Search: All fields

| CONTACT TYPE | ID PASSPORT NUMBER | TITLE | NAME | SURNAME | EXPERIAN / SIGMA ENQUIRY | EXPERIAN / SIGMA SCORE | ITC ENQUIRY | ITC SCORE |
|--------------|--------------------|---------|-----------|---------|--|------------------------|--|-----------|
| Primary | 9210295965088 | Admiral | tshifhiwa | netshi | Download View PDF | | Download View PDF | 0 |

Risk Assesment

CIF

Perform client enquiry to obtain/compare profile details with application details.

[Conduct CIF Enquiry](#)[Upload CIF Enquiry](#)

Risk Check Completed:

CIF Code Client Code

Type a value

KYC Compliant

☐

CIPC

Obtain CIPC report from to determine if merchant is listed.

[Conduct CIPC Enquiry](#)[Upload CIPC Enquiry](#)

Risk Check Completed:

MATCH

Obtain risk review information about merchants who have been terminated.

[Conduct Match Enquiry](#)[Upload Match Check](#)

Risk Check Completed:

I, Lisa Singh (ZA), confirm that there are no MATCH results found for this application

☐

CASA

Perform client acceptance screening to identify politically exposed persons and listings.

[Upload CASA Check](#)

Risk Check Completed:

Casa Reference Number

Type a value

FICA Compliant

☐

[Decline](#)[Refer](#)

[Close](#)

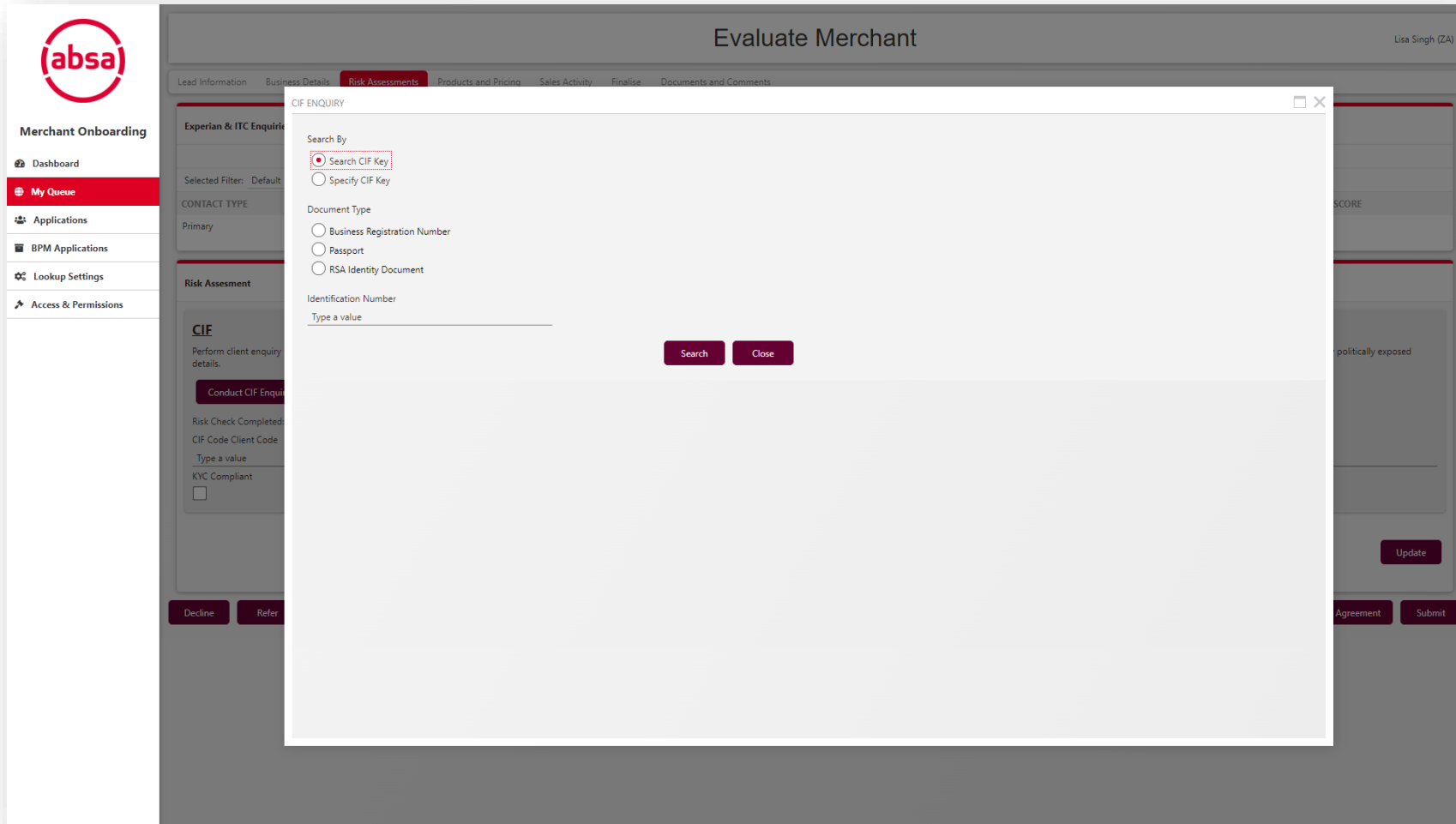
[Generate Agreement](#)[Submit](#)

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 displays the 'Evaluate Merchant' interface within the ABSA Merchant Onboarding system. A 'CIF ENQUIRY' modal is open, allowing users to search for CIF details. The modal includes a 'Search By' section with two radio buttons: 'Search CIF Key' (selected) and 'Specify CIF Key'. Below this is a 'Document Type' section with three radio buttons: 'Business Registration Number', 'Passport', and 'RSA Identity Document'. An 'Identification Number' field with a placeholder 'Type a value' is present. At the bottom of the modal are 'Search' and 'Close' buttons. The background interface shows the 'Risk Assessment' tab selected, with various sections like 'Lead Information', 'Business Details', and 'Products and Pricing' visible. The user's name 'Lisa Singh (ZA)' is displayed in the top right corner.

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



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

0

ID Number

200700039923

First Names

ALBERT

Surname

CC

Email Address

albertusk@icloud.com

Cellphone Number

788034829

Generate CIF Document

Save Document

Close

7nkdXCmVuZ...

1 / 3

41%

Individual Summary

CLIENT CODE

JAL 652

SURNAMES

ALBERT CC

DATE

09/10/2024

TIME

12:40:47

OFFICIAL ID

Use Captcha

Individual Summary

Details:

Gender

0

Business Registration Number

0

Religion

0

Religiosity

200700039923

Date issued:

0

Country of birth:

0

Country passport issued:

0

Marital status:

0

Y of Marital:

0

Occupational status:

0

Language

0

CHN

Client type:

NON-PEOPLE ORGANIZATIONS

AND NON-PEOPLE SOCIETIES

AND LEGAL ENTITIES

Temporary resident permit number:

0

Residential address:

21 LONG STREET CAPE TOWN 8001

Permit expiry date:

0

Telephone no work:

01146237777

Mobile number:

0798034829

Postal address:

PO BOX 32 FROSTBURY CAPE TOWN 8001

Address:

55-1100-1

Telephone no home:

01146237777

Email address:

albertusk@icloud.com

Preferred communication channel:

8001

Consent to receive communications:

Y

Also Group Membership:

Y

Consent:

Y

Mobile:

N

Email:

N

Tel:

N

SM:

N

Employment Details

Occupation code

0

Employment sector

0

Occupation level

0

Group Scheme code

0

Employer's name:

Address:

Employees no:

0

More SP data information

Surname

0

First names

0

Relationship

0

Telephone work

000

Telephone home

000

Mobile no

000

Email

000

Income Details

Monthly income

0

Source of income

0

Residential sector

0

Home language

0

Public number:

0

Ever declared (and/or)?

N

Do you have a part-time qualification?

0

Part-time qualification:

0

Do you receive a social grant?

0

Data identified:

12/02/2027

Employment history on:

12/02/2027

Date verified:

12/02/2027

Employment history on:

12/02/2027

Signature:

12/02/2027

Date client record opened:

20170115

Date last changed:

20240108

Site client record opened:

12/02/2027

Site last changed:

20240108

Client record opened and last verified:

12/02/2027

Date verified:

12/02/2027

Enclosed reference number:

200700039923

Risk Assessments

CIF

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

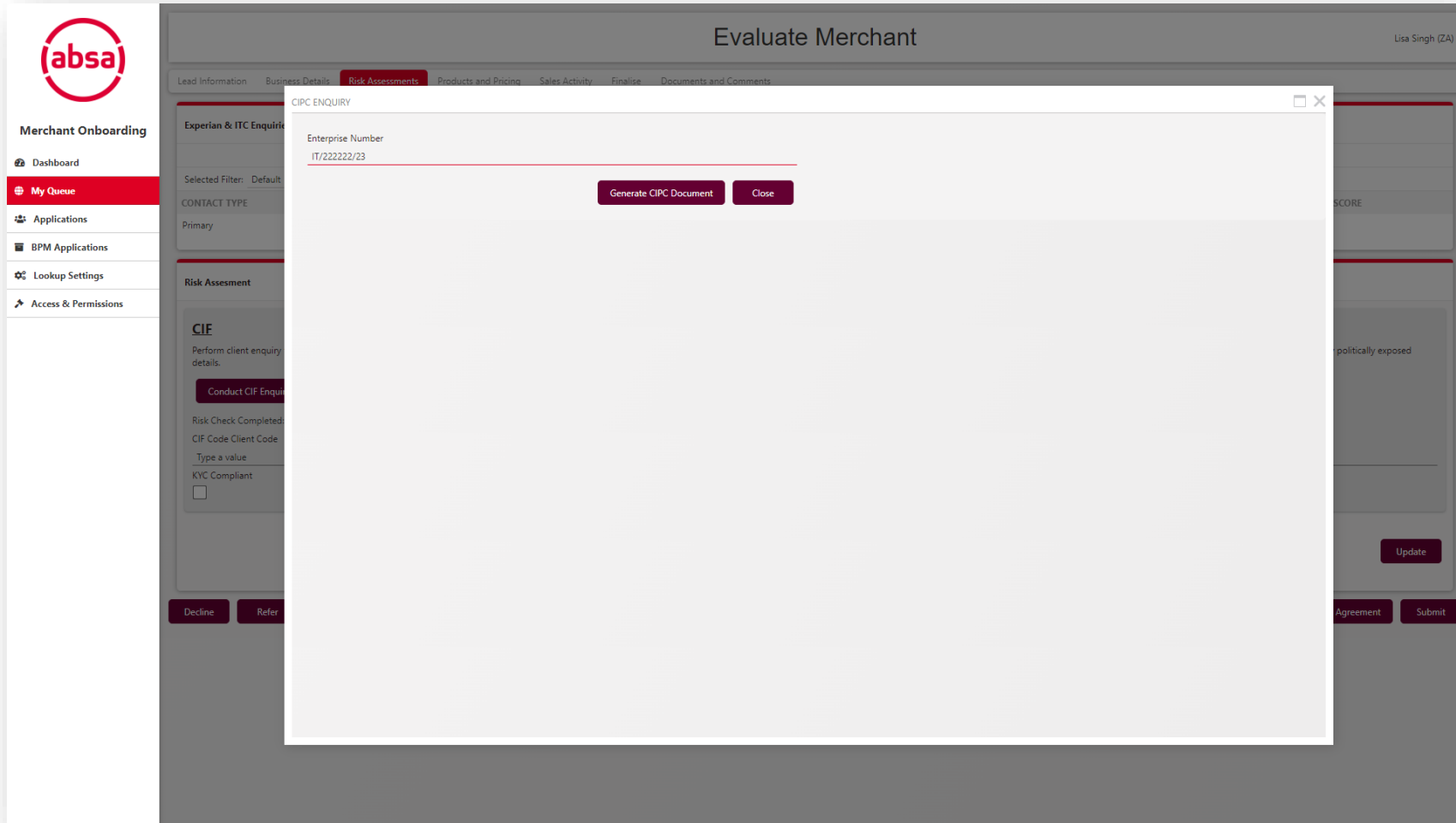
Generate CIF Document

Save Document

Close

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant – Risk Assessments - CIPC



The screenshot displays the 'Evaluate Merchant' interface. On the left is a sidebar with the 'absa' logo and a menu including 'Merchant Onboarding', 'Dashboard', 'My Queue' (highlighted), 'Applications', 'BPM Applications', 'Lookup Settings', and 'Access & Permissions'. The main area has a top navigation bar with tabs: 'Lead Information', 'Business Details', 'Risk Assessments' (active), 'Products and Pricing', 'Sales Activity', 'Finalise', and 'Documents and Comments'. The user 'Lisa Singh (ZA)' is logged in. A 'CIPC ENQUIRY' modal is open, showing 'Enterprise Number' as 'IT/222222/23' and buttons for 'Generate CIPC Document' and 'Close'. The background form includes sections for 'CONTACT TYPE' (Primary), 'Risk Assessment', and 'CIF' (Perform client enquiry details, Conduct CIF Enquiry, Risk Check Completed, CIF Code Client Code, Type a value, KYC Compliant checkbox). At the bottom are 'Decline', 'Refer', 'Agreement', and 'Submit' buttons.

Risk Assessments

CIPC

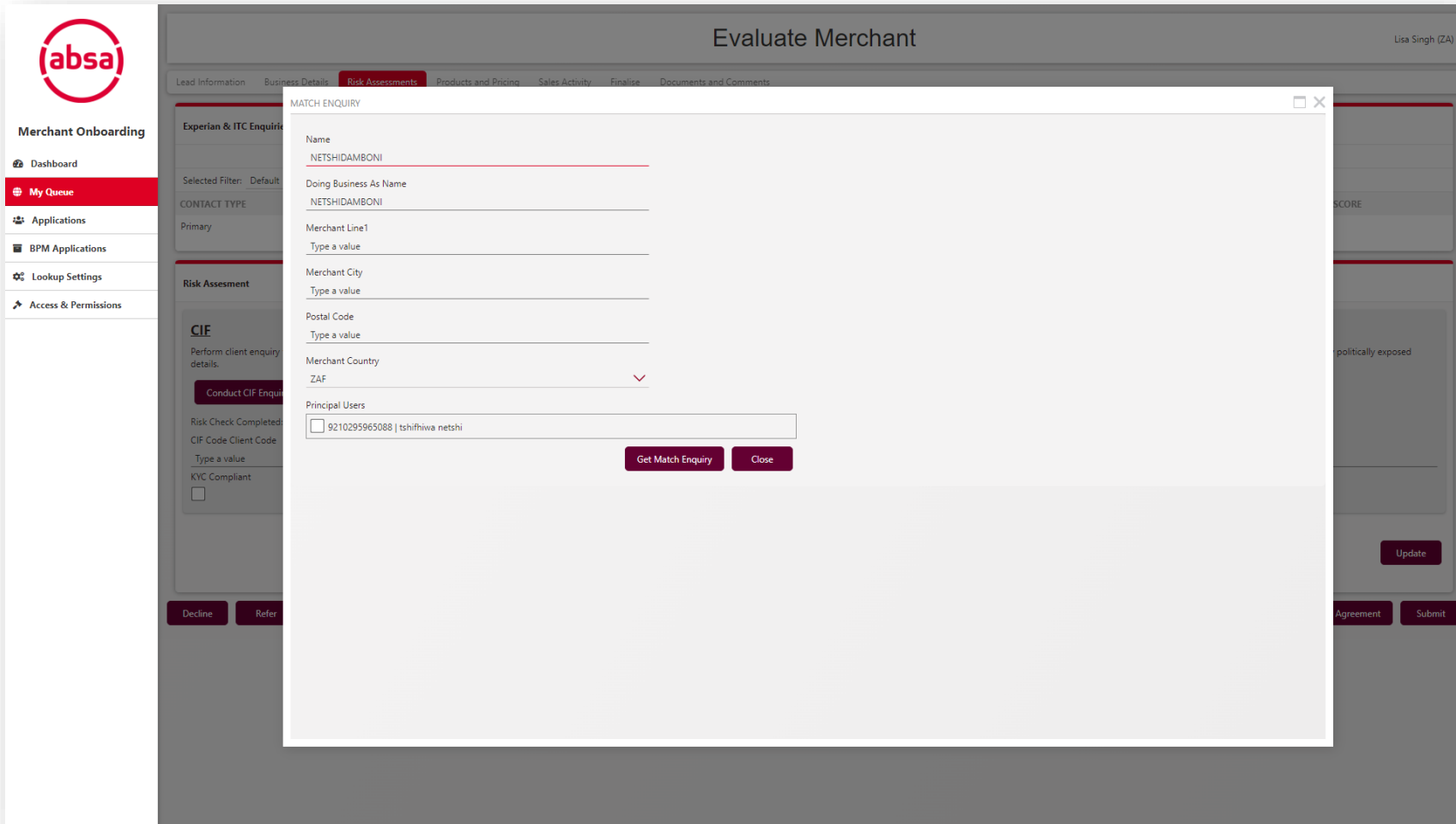
A valid Business Registration Number is required to generate a CIPC document

Generate CIPC Document

Close

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant – Risk Assessments - MATCH



The screenshot displays the 'Evaluate Merchant' interface. On the left is a sidebar with the 'absa' logo and a menu including 'Merchant Onboarding', 'Dashboard', 'My Queue' (highlighted), 'Applications', 'BPM Applications', 'Lookup Settings', and 'Access & Permissions'. The main area has a top navigation bar with tabs: 'Lead Information', 'Business Details', 'Risk Assessments' (active), 'Products and Pricing', 'Sales Activity', 'Finalise', and 'Documents and Comments'. The user 'Lisa Singh (ZA)' is logged in. A 'MATCH ENQUIRY' modal is open, showing a form with the following fields: 'Name' (pre-filled with 'NETSHIDAMBONI'), 'Doing Business As Name' (pre-filled with 'NETSHIDAMBONI'), 'CONTACT TYPE' (pre-filled with 'Primary'), 'Merchant Line1' (placeholder 'Type a value'), 'Merchant City' (placeholder 'Type a value'), 'Postal Code' (placeholder 'Type a value'), 'Merchant Country' (pre-filled with 'ZAF' and a dropdown arrow), and 'Principal Users' (a list box containing '9210295965088 | tshithwa netshi'). At the bottom of the modal are 'Get Match Enquiry' and 'Close' buttons. The background form includes sections for 'CIF' (Perform client enquiry details, 'Conduct CIF Enquiry' button), 'Risk Check Completed' (checkbox), 'CIF Code Client Code' (placeholder 'Type a value'), 'KYC Compliant' (checkbox), and buttons for 'Decline', 'Refer', 'Agreement', 'Submit', and 'Update'.

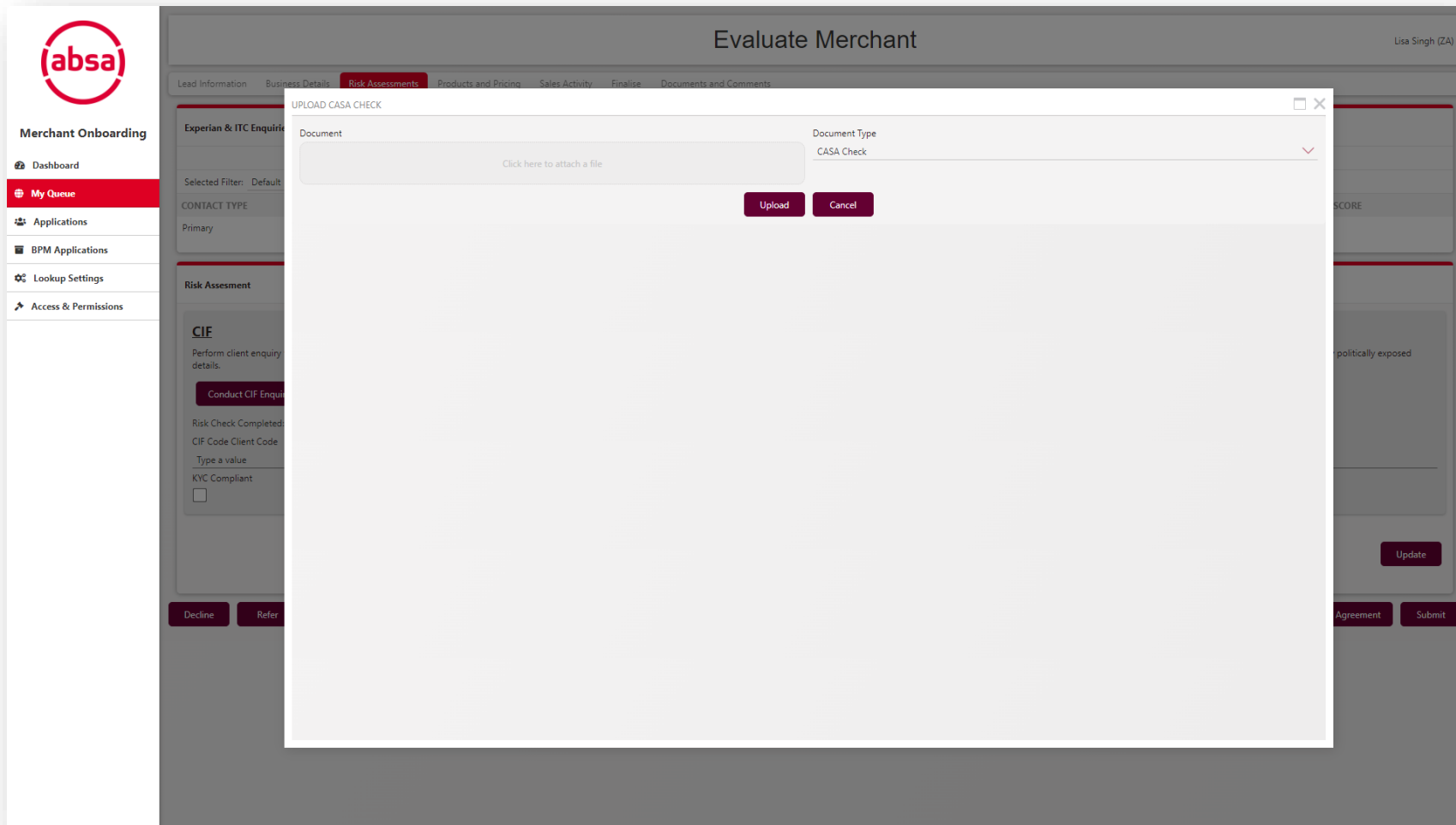
Risk Assessments

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 displays the Absa Merchant Onboarding interface. The main header shows 'Evaluate Merchant' and the user 'Lisa Singh (ZA)'. The left sidebar contains navigation options: Dashboard, My Queue (selected), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The main content area has tabs for Lead Information, Business Details, Risk Assessments (active), Products and Pricing, Sales Activity, Finalise, and Documents and Comments. The 'Risk Assessments' tab shows a 'CASA Check' section with a 'Perform client enquiry details' button. A modal window titled 'UPLOAD CASA CHECK' is open, featuring a document upload area with a 'Click here to attach a file' prompt, a 'Document Type' dropdown set to 'CASA Check', and 'Upload' and 'Cancel' buttons.


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



Merchant Onboarding

Dashboard

My Queue

Applications

BPM Applications

Lookup Settings

Access & Permissions

Evaluate Merchant

Lisa Singh (ZA)

Lead InformationBusiness DetailsRisk Assessments**Products and Pricing**Sales ActivityFinaliseDocuments and Comments

Products

EditManage Accepted Cards

Selected Filter: DefaultQuick Search: All fields

| PRODUCT | AGREEMENT DURATION | QUANTITY | PRODUCT PRICE | INITIATION FEE | MINIMUM SERVICE FEE | TOTAL COST EX VAT |
|--------------------|--------------------|----------|---------------|----------------|---------------------|-------------------|
| Traditional Device | 12(Twelve) | 1 | 299.00 | 200.00 | 111.00 | R299.00 |

Product Details

| | | | |
|----------------------------------|-------------------------------------|--|--------------------------------------|
| DCCLVP Type a value | Association Code Select an item | Group A00 - GENERAL | Cost Centre 9760 |
| CSP Select an item | Officer Code Select an item | Configuration ABSA DEVICES-P | Merchant Category Type a value |
| Merchant Class Select an item | Minimum Service Fee Type a value | Required Communication Type a value | Account Domicile CIF Type a value |
| Risk Type 01 | Header Text Type a value | | |

Update

DeclineRefer

Close


Generate AgreementSubmit

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 InformationBusiness DetailsRisk AssessmentsProducts and Pricing**Sales Activity**FinaliseDocuments 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 (accrual/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

DeclineRefer


Close

Generate AgreementSubmit

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 InformationBusiness DetailsRisk AssessmentsProducts and PricingSales Activity**Finalise**Documents and Comments

PCI DSS

☐ I have read the PCI DSS requirements as stipulated on 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

DeclineRefer

Close

Generate AgreementSubmit

Finalise



My Queue – Evaluate Merchant – Documents and Comments

absa

Merchant Onboarding

Dashboard

My Queue

Applications

BPM Applications

Lookup Settings

Access & Permissions

Evaluate Merchant

Lead Information

Business Details

Risk Assessments

Products and Pricing

Sales Activity

Finalise

Documents and Comments

Documents

+ Add

Edit

Delete

Selected Filter: Default

Quick Search: All fields

| 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 (RENÅ% VAN WYK).pdf | Experian Enquiry | Download View PDF |
| CIPC Document.pdf | CIPC Enquiry | Download View PDF |
| Experian Document (TASNEEM ABDOL 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

+ Add

Edit

Delete

Selected Filter: Default

Quick Search: All fields

| COMMENT | CREATED BY | CREATED DATE |
|----------------------|------------|--------------|
| No items to display. | | |

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 InformationBusiness DetailsRisk AssessmentsProducts and PricingSales Activity**Finalise**Documents and Comments

PCI DSS

☒ I have read the PCI DSS requirements as stipulated on www.pcisecuritystandards.org and I recognise that I must maintain full PCI DSS compliance at all times.

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☒ 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

DeclineRefer

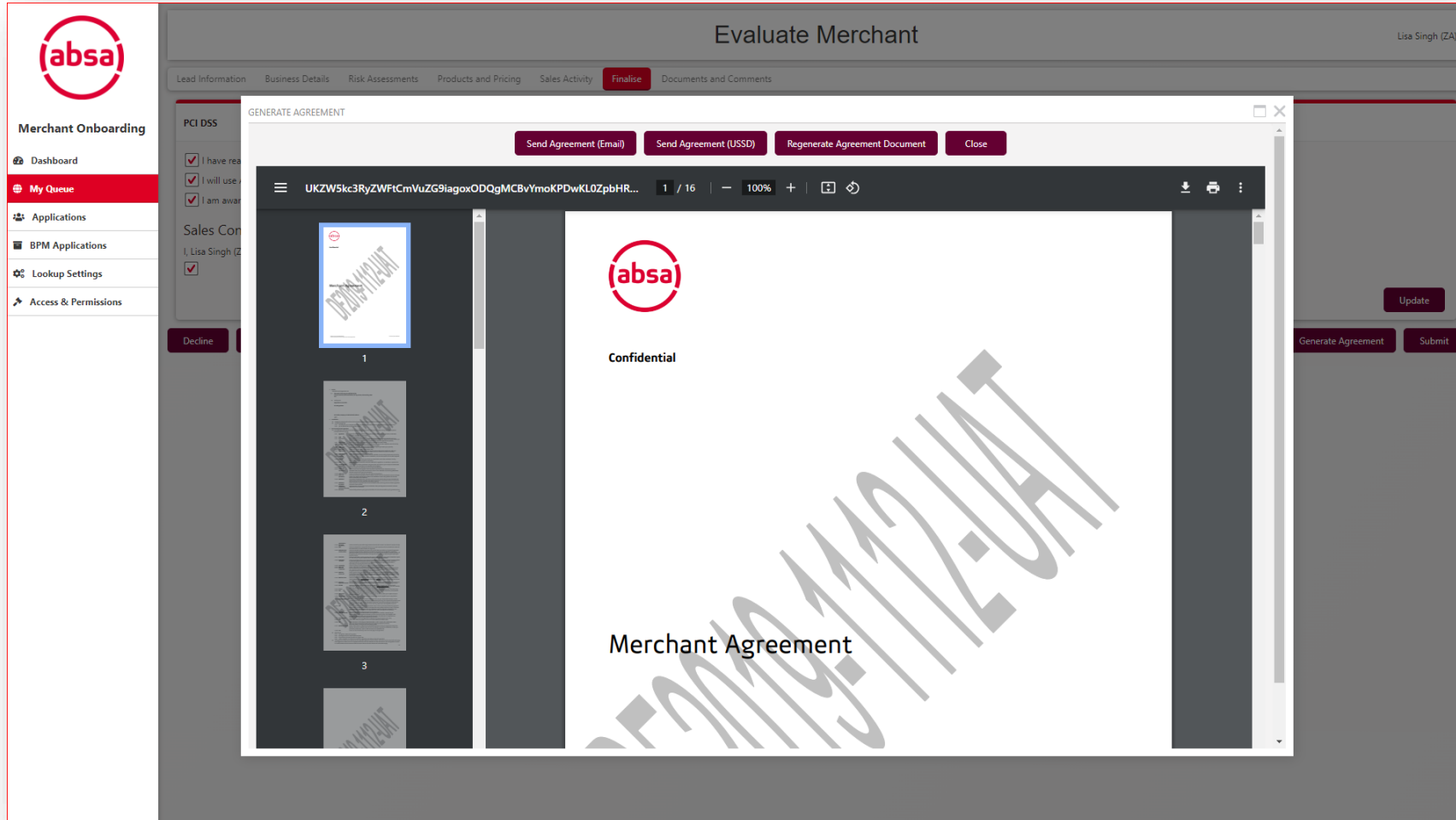
Close

Generate AgreementSubmit

Generate Agreement

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant – Generate Agreement

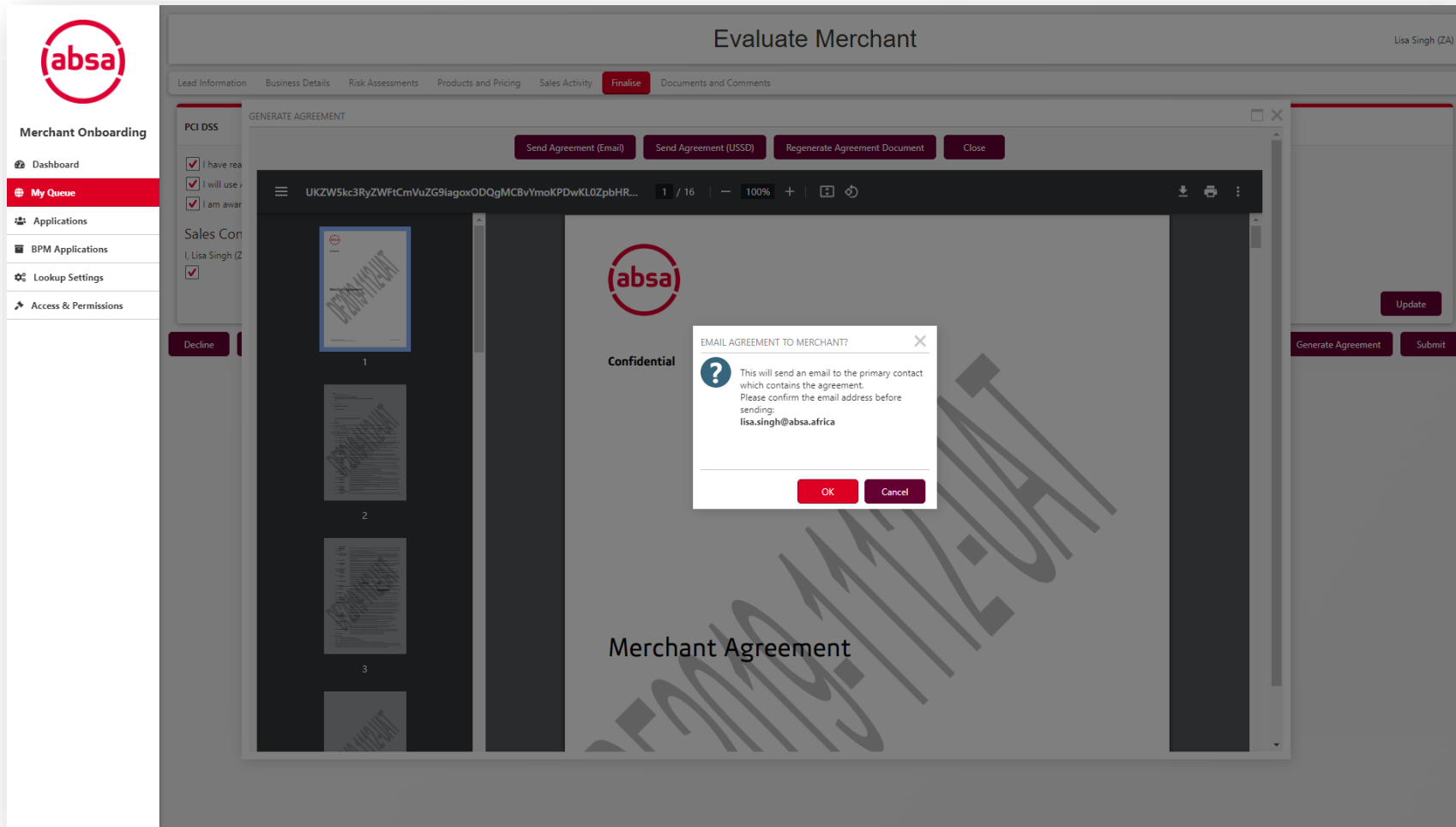


The screenshot displays the 'Evaluate Merchant' interface within the Merchant Onboarding system. The left sidebar contains the 'absa' logo and a menu with 'Merchant Onboarding', 'Dashboard', 'My Queue' (highlighted), 'Applications', 'BPM Applications', 'Lookup Settings', and 'Access & Permissions'. The main header shows 'Evaluate Merchant' and the user 'Lisa Singh (ZA)'. Below the header is a navigation bar with tabs: 'Lead Information', 'Business Details', 'Risk Assessments', 'Products and Pricing', 'Sales Activity', 'Finalise' (active), and 'Documents and Comments'. The 'Finalise' tab is active, showing a 'GENERATE AGREEMENT' modal. The modal has a title bar with 'GENERATE AGREEMENT' and a close button. Below the title bar are four buttons: 'Send Agreement (Email)', 'Send Agreement (USSD)', 'Regenerate Agreement Document', and 'Close'. The modal content is a document viewer showing a document titled 'Merchant Agreement' with the 'absa' logo and a large 'CONFIDENTIAL' watermark. The document is displayed in a viewer with a sidebar showing three thumbnails labeled 1, 2, and 3. The document content includes the 'absa' logo, the word 'Confidential', and the title 'Merchant Agreement'.

Generate Agreement

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant – Finalise - Generate Agreement

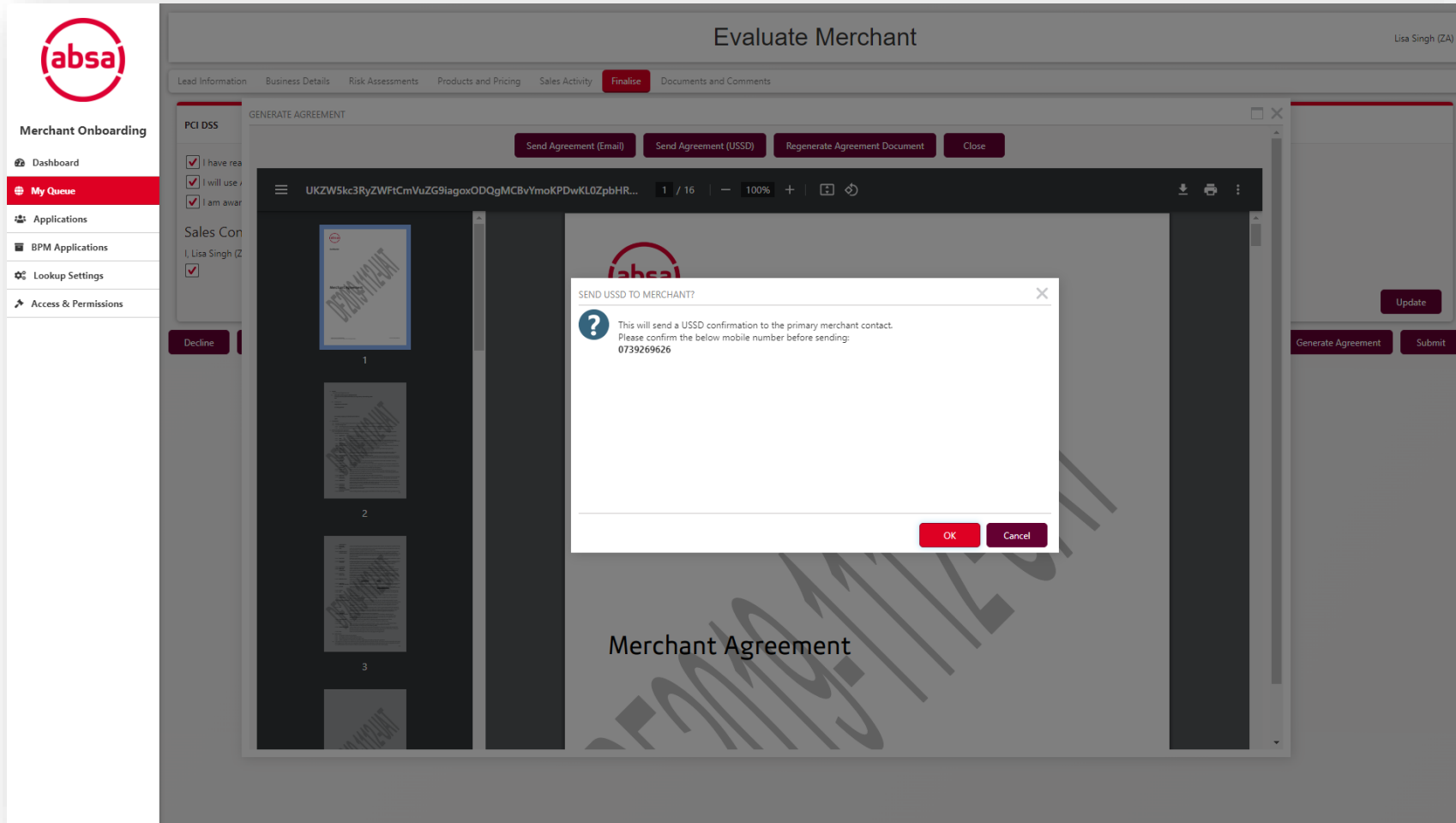


The screenshot displays the Absa Merchant Onboarding interface. On the left is a sidebar with the Absa logo and a menu including Dashboard, My Queue (highlighted), Applications, BPM Applications, Lookup Settings, and Access & Permissions. The main area is titled 'Evaluate Merchant' and shows a progress bar with tabs: Lead Information, Business Details, Risk Assessments, Products and Pricing, Sales Activity, Finalise (active), and Documents and Comments. Below the progress bar, the 'GENERATE AGREEMENT' section is visible, featuring a list of documents on the left and a large preview area on the right. A modal dialog box titled 'EMAIL AGREEMENT TO MERCHANT?' is open in the center, asking for confirmation to send an email to the primary contact (lisa.singh@absa.africa) and providing 'OK' and 'Cancel' buttons. The background of the preview area shows a 'Merchant Agreement' document with the Absa logo and a 'Confidential' watermark.

Email

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant – Finalise - Generate Agreement



absa

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

GENERATE AGREEMENT

Send Agreement (Email) Send Agreement (USSD) Regenerate Agreement Document Close

UKZW5kc3RyZWFtCmVuzG9lagoxODQgMCBvYmoKPDwKL0ZpbHR... 1 / 16 100%

SEND USSD TO MERCHANT?

? This will send a USSD confirmation to the primary merchant contact. Please confirm the below mobile number before sending: 0739269626


OK Cancel

Merchant Agreement

USSD

Merchant Onboarding Training Guide

My Queue – Evaluate Merchant



Merchant Onboarding

Dashboard

My Queue

Applications

BPM Applications

Lookup Settings

Access & Permissions

Evaluate Merchant

Lisa Singh (ZA)

Lead InformationBusiness DetailsRisk AssessmentsProducts and PricingSales ActivityFinaliseDocuments and Comments

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 TROYE 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

Update

Decline

Refer

Close

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 **Casa Reference Number** has been added.
 - No **CI/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 **CI/Enquiry** has been added.
 - No **CASA Check** 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

Wilhelm Vermaas (ZA)

Selected Filter: Default Quick Search: All fields


| TASK | TASK STATUS | REFERENCE NUMBER | START DATE | TASK ACTIONS |
|---------------------|-------------|------------------|---------------------|----------------------------------|
| Merchant Activation | Open | GN-2023000056 | Nov 30 2023 8:21AM | Open task Redirect Release |
| Merchant Activation | Open | GN-2023000031 | Nov 29 2023 2:09PM | Open task Redirect Release |
| Evaluate Merchant | Open | GN-2023000032 | Nov 27 2023 9:25AM | Open task Redirect Release |
| Evaluate Merchant | Open | HO-2023000024 | Nov 17 2023 12:52PM | Open task Redirect Release |

<< < 1 >

Merchant Activation
Select **Open Task**

Merchant Onboarding Training Guide

My Queue – Merchant Activation



Merchant Onboarding

Dashboard

My Queue

Applications

BPM Applications

Lookup Settings

Access & Permissions

Merchant Activation

Lisa Singh (ZA)

Lead InformationBusiness DetailsRisk AssessmentsProducts and PricingSales ActivityFinalise**Merchant Details**Documents and Comments

Details

| | |
|---|---|
| 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 <input type="checkbox"/> | Net Settlement <input checked="" type="checkbox"/> |
| | CAMS Merchant ID |

Update

Credit Rates

| |
|--|
| Not On-Us MSF% (1.55% - 2.75%) 2.40 |
| On-Us MSF% (1.55% - 2.75%) 2.40 |

Debit Rates

| |
|--|
| Not On-Us MSF% (0.54% - 2.75%) 2.30 |
| On-Us MSF% (0.54% - 2.75%) 2.30 |

International Rates

| |
|--|
| Not On-Us MSF% (2.40% - 2.75%) 2.50 |
| On-Us MSF% (2.40% - 2.75%) 2.50 |

Zero Rates

| |
|--|
| Not On-Us MSF% (0.00% - 2.00%) 0.00 |
| On-Us MSF% (0.00% - 2.00%) 0.00 |

Decline

Close

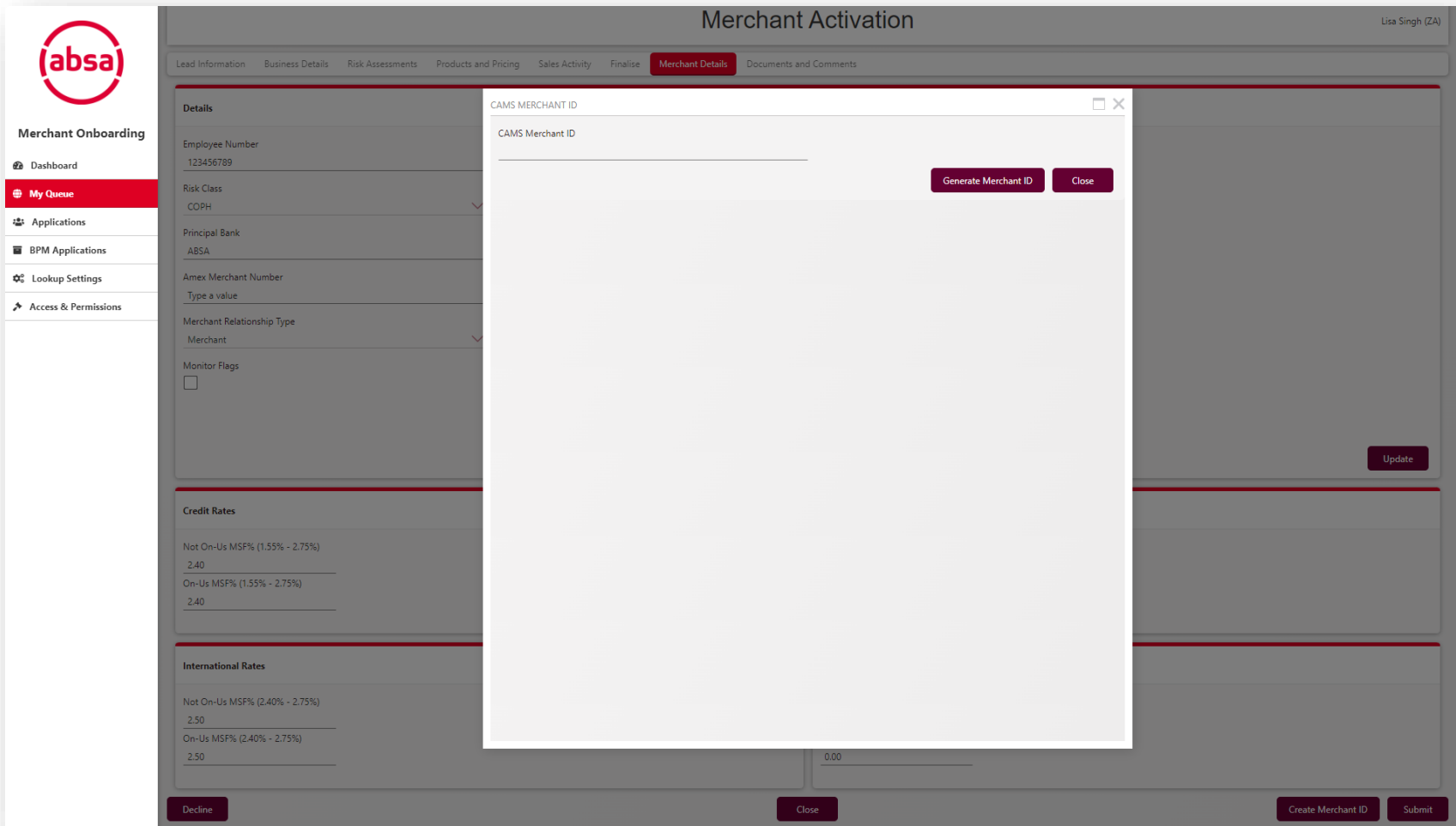
Create Merchant ID

Submit

Merchant Activation
Review and update details
Create Merchant ID

Merchant Onboarding Training Guide

My Queue – Merchant Activation – CAMS Merchant ID



The screenshot displays the 'Merchant Activation' interface. On the left is a sidebar with the 'absa' logo and a menu including 'Merchant Onboarding', 'Dashboard', 'My Queue' (highlighted in red), 'Applications', 'BPM Applications', 'Lookup Settings', and 'Access & Permissions'. The main area has a top navigation bar with tabs: 'Lead Information', 'Business Details', 'Risk Assessments', 'Products and Pricing', 'Sales Activity', 'Finalise', 'Merchant Details' (active), and 'Documents and Comments'. The 'Merchant Details' section contains fields for 'Employee Number' (123456789), 'Risk Class' (COPH), 'Principal Bank' (ABSA), 'Amex Merchant Number' (Type a value), 'Merchant Relationship Type' (Merchant), and 'Monitor Flags' (checkbox). Below this are sections for 'Credit Rates' and 'International Rates'. A modal window titled 'CAMS MERCHANT ID' is open, showing a 'CAMS Merchant ID' input field and 'Generate Merchant ID' and 'Close' buttons. At the bottom of the modal, there is a 'Decline' button on the left, a 'Close' button in the center, and 'Create Merchant ID' and 'Submit' buttons on the right.

Merchant Activation

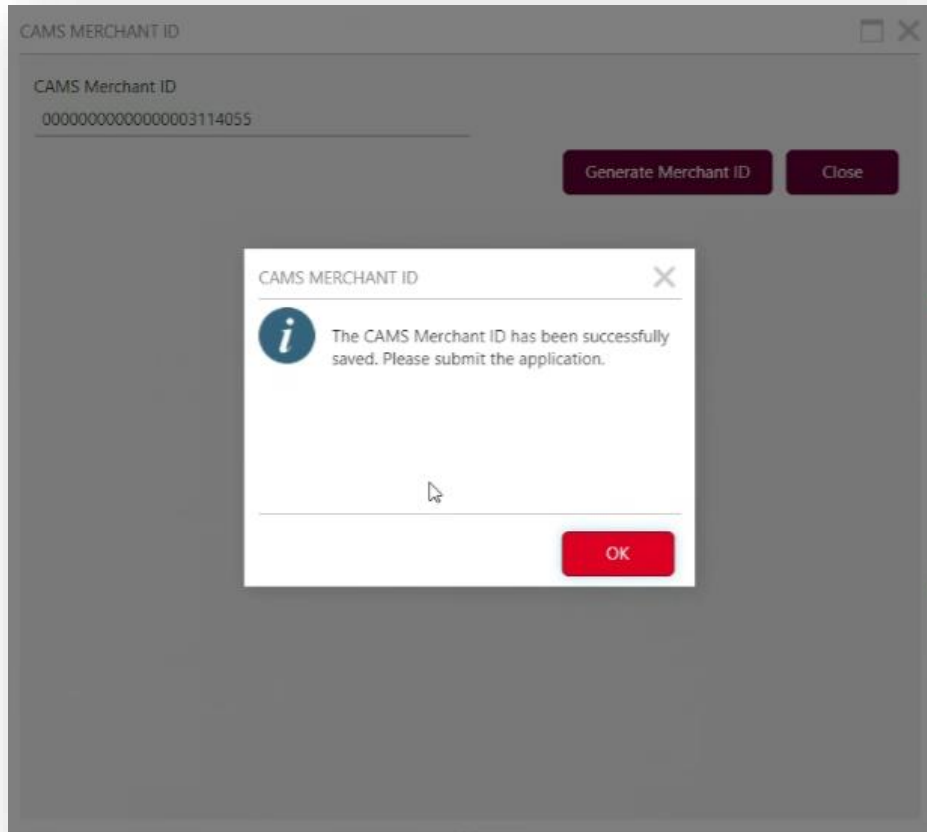
Review and update details

Create Merchant ID

Generate Merchant will create an ID on CAMS

Merchant Onboarding Training Guide

My Queue – Merchant Activation – CAMS Merchant ID



The screenshot shows a 'CAMS MERCHANT ID' dialog box. At the top, it displays 'CAMS Merchant ID' followed by the number '0000000000000003114055'. Below this, there are two buttons: 'Generate Merchant ID' and 'Close'. A smaller, white message box is overlaid in the center, containing an information icon and the text: 'The CAMS Merchant ID has been successfully saved. Please submit the application.' At the bottom right of this message box is an 'OK' button.

Merchant Activation

Review and update details

Create Merchant ID

Generate Merchant will create an ID on CAMS