Specification

Smartload Webservice

Business Documentation

Version 1.4.1

Document Change History

Issue	Revision	Date	Author	Reason for Change
1	0	28 Mar 2012	Ellen Dirks	Draft
1	1	14 May 2012	Ellen Dirks	New Cell C products
1	2	7 June 2012	Ellen Dirks	MTN Bundles (removed CellC not yet available)
1	3	17 August 2012	Ellen Dirks	Cell C products becoming available
1	3	23 August 2012	Ellen Dirks	Removed Cell C 25MB bundle which is apparently no longer being offered
1	3	14 Sept 2012	Ellen Dirks	Error message for voucher quantity
1	3	27 Nov 2012	Ellen Dirks	MTN R2 & MTN R5 and cell phone number prefixes and Vodacom Standard Bundles 3,5,10 and 20 GB
1	3	25 Feb 2013	Ellen Dirks	Cell phone number prefixes
1	3	16 Apr 2013	Ellen Dirks	Econet SA
1	3	20 Jun 2013	Ellen Dirks	Econet description
1	3	08 Jul 2013	Ellen Dirks	Vodacom and MTN promo prices updated
1	3	14 Aug 2013	Ellen Dirks	Vodacom promo bundles and MTN SMS bundles
1	4	18 Sept 2013	Ellen Dirks	Removed the offering list to an Excel Document and added the Product ID
1	4	12 Mar 2014	Ellen Dirks	Added the Vodacom power bundles
1	4	6 May 2014	Ellen Dirks	Added Bundle vouchers on some networks and bundles on Telkom Mobile.
1	4	7 July 2014	Ellen Dirks	Changed the Vodacom data bundles
1	4	8 August 2014	Ellen Dirks	Added m-pesa offerings and all flexible recharges now allow cents, except for Eskom electricity recharges.
1	4	18 Sept 2014	Ellen Dirks	Added Vodacom Mozambique voucher and updated the list of valid cell phone number prefixes.
1	4	22 January 2016	Ellen Dirks	Added the Vodacom direct Power Bundle recharges and additional pay-once data bundles, and updated the list of valid cell number prefixes.
1	4	2 February 2016	Ellen Dirks	Added the Cell C All in One vouchers.
1	4	11 May 2016	Ellen Dirks	Removed the m-pesa vouchers
1	4	28 Sept 2016	Ellen Dirks	Free basic electricity
1	4	3 Nov 2016	Ellen Dirks	New MTN products
1	4	30 Jan 2017	Ellen Dirks	New Telkom Mobile products

Contents

Introduction

Smartload allows you to sell airtime and SMS and data bundles on various networks, including Vodacom Mozambique, at discounted rates. Prepaid electricity for Eskom and certain municipal prepaid meters can also be purchased. You make a profit on every sale and have the convenience of selling airtime 24 hours a day, 7 days a week. Dealers only have to top up their Smartcall Wallet and thereafter the cost price of the transactions is deducted from the running balance as dealers make the sale. Stock ordering as well as any issues regarding stock storage is taken out of the vendor's hands

Startup process

You need a cell phone number that can be created as a dealer on Smartload. This cell phone number will be used to access your Smartload Wallet. It is also very important that this cell phone number is linked to an active SIM which is in a phone and can receive SMSs.

You need to contact our sales department at Sales@smartcall.co.za. They will arrange for your Smartload Wallet to be created on our system. Confirmation SMSs will be sent once you have been created. One of these SMSs will contain your PIN for your Smartload Wallet.

In order to trade on Smartload you will also have to deposit funds into our bank account which will then be linked to your Smartload Wallet. The banking details are as follows:

Bank: ABSA
Branch code: 63200500
Account number: 4054021171

Bank: FNB
Branch code: 250655
Account number: 62017066201

NB: You need to use your cell phone number as the reference number on the deposit.

If the deposit is your first transaction on Smartload, then it will be allocated to your Smartload Wallet the next morning. Thereafter, if the deposit is an EFT deposit, the full amount will be allocated as soon as we receive the notification from the bank, which is normally received every 15 minutes for ABSA and as soon as the transaction reflects on our bank statement for FNB. If the deposit is made in cash, a certain amount is allocated immediately based on your number of recharges and deposits up to a maximum of R500 and the balance is allocated to your Smartload Wallet the next day.

We also send out email communication from time to time about changes to the webservice and problems being experienced. We therefore advise that you create an email distribution list which contains the email addresses of all the people in your operation that need to be kept up to date with anything relating to the webservice. Once this distribution list has been created, we need to be advised of the relevant email address so that we can add you to our distribution list.

Offering

Smartload currently offers the following services:

- Recharges
  1. Vodacom
     a. Airtime - direct recharge
     b. Airtime - pinned recharge
     c. SMS bundles
     d. Blackberry bundles
     e. 30 day data bundles
     f. Pay-once data bundles (3, 6 & 12 month)
     g. Big Bonus recharge
     h. Power bundles

2. MTN
   a. Airtime - direct recharge
   b. Airtime - pinned recharge
   c. SMS bundles
   d. Data bundles – direct recharge
   e. Data bundles – pinned recharge
   f. Rush Hour data bundle
   g. Same Day data bundle
   h. Weekly data bundle
   i. Fort Nightly data bundle
   j. Pay-once data bundle (6 & 12 month)
   k. Night Express data bundle
3. Cell C
   a. Airtime - direct recharge
   b. Airtime - pinned recharge
   c. SMS bundles
   d. SmartData Monthly bundle
   e. SmartData Yearly bundle
   f. SmartData Once Off bundle
   g. All in One bundle – direct recharge
   h. All in One bundle – pinned recharge
   i. Data bundles – pinned recharge
4. Telkom prepaid
   a. Airtime - pinned recharge
5. Electricity
   a. Eskom
   b. Certain municipalities
   c. Free basic electricity
6. Telkom Mobile
   a. Airtime – direct recharge
   b. Airtime – pinned recharge
   c. Data bundles – direct recharge
   d. Data bundles – pinned recharge
   e. FreeMe Boost bundles – pinless recharge
7. Vodacom Mozambique
   a. Airtime - direct recharge
   b. Airtime – pinned recharge
8. Virgin Mobile
   a. Airtime - pinned recharge
9. Econet SA
   a. Airtime – pinned recharge

- Balance enquiry
- Transfers between Smartload Wallets
- Transaction queries
- Query the latest discounts.
- Query the available networks.
- Query the available product types.
- Query the available products or offerings.
- Check if a dealer is registered on Smartload.

Recharge

1. Recharge Providers

The current available recharge providers or networks are as follows:

1. Vodacom
2. MTN
3. Cell C
4. Telkom prepaid
5. Electricity – Eskom
6. Electricity - Municipality

7. Telkom Mobile
8. Vodacom Mozambique
9. Virgin Mobile
10. Econet SA

2. Products

The current available products or product types are as follows:

1. Vodacom
    a. Airtime - direct recharge
    b. Airtime - pinned recharge
    c. SMS bundles
    d. Blackberry bundles
    e. 30 day data bundles
    f. Pay-once data bundles (3, 6 & 12 month)
    g. Big Bonus recharge
    h. Power bundle vouchers – pinned recharge
    i. Power bundle – direct recharge
2. MTN
    a. Airtime - direct recharge
    b. Airtime - pinned recharge
    c. SMS bundles
    d. Data bundles – direct recharge
    e. Data bundles – pinned recharge
    f. Rush Hour data bundle
    g. Same Day data bundle
    h. Weekly data bundle
    i. Fort Nightly data bundle
    j. Pay-once data bundle (6 & 12 month)
    k. Night Express data bundle
3. Cell C
    a. Airtime - direct recharge
    b. Airtime - pinned recharge
    c. SMS bundles
    d. SmartData Monthly bundle
    e. SmartData Yearly bundle
    f. SmartData Once Off bundle
    g. All in One bundles
    h. Data bundles – pinned recharge
4. Telkom landline prepaid – pinned recharge
5. Electricity
    a. Eskom
    b. Certain municipalities
    c. Free basic electricity
6. Telkom Mobile
    a. Airtime - direct recharge
    b. Airtime - pinned recharge
    c. Data bundles – direct recharge
    d. Data bundles – pinned recharge
    e. FreeMe Boost bundles – pinless recharge
7. Vodacom Mozambique Airtime
    a. Airtime - direct recharge
    b. Airtime - pinned recharge
8. Virgin Mobile Airtime – pinned recharge
9. Econet SA – pinned recharge

3. Recharge amount

The detailed list of the network offerings can be found in the MS Excel document called SmartloadWebServiceProducts.xlsx.

Listed below, are the products or offerings which allow for variable recharge values:

Vodacom
- Airtime (direct recharge)
  - Any amount (Rand and cents) between R2 and R1000

MTN
- Airtime (direct recharge)
  - Any amount (Rand and cents) between R2 and R999

Cell C
- Airtime (direct recharge)
  - Any amount (Rand and cents) between R2 and R999

Telkom Mobile
- Airtime (direct recharge)
  - Any amount (Rand and cents) between R2 and R999

Electricity
- Eskom (pinned recharge)
  - Any whole amount (Rand amounts only) between R10 and R500
- Other suppliers (pinned or pinless depending on the supplier and meter)
  - Any amount between R25 and R500
- Free basic electricity (pinned or pinless depending on the supplier and meter)
  - If the recharge is just for the free basic electricity, then the recharge amount should be zero

Listed below are those products which require a more detailed explanation:

Vodacom – Big Bonus recharge
- The Vodacom Big Bonus voucher offers you an automatic guaranteed airtime credit of R75 every 30 days over a 12-month period. In addition, you receive reduced prepaid call rates for 365 after activation of this voucher.

Econet SA
- The R20 purchased, would relate to US$ 2.07 for the recipient in Zimbabwe. This is exchange rate dependent. What this then translates to in terms of airtime, would depend on whether it is on-net, off-net, peak, off-peak, etc. The Econet tariffs can be found here:

  https://www.econet.co.zw/services/tariffs

4. Product ID

The Product ID is a unique identifier which can be used to initiate a recharge instead of the combination of Network, Product and Recharge Amount. A change in the recharge bundle prices will no longer cause the recharges to fail, but it will be extremely important to ensure that your prices are still correctly updated so that you or your clients are not left out of pocket depending on whether there is either a price increase or decrease.

The valid Product IDs are in the MS Excel document called SmartloadWebServiceProducts.xlsx.

5. Pinned / Pinless (direct) recharge

The default is a pinless or direct recharge to the customer's cell phone. As detailed above, on some networks or providers we do offer voucher PINs.

6. Send SMS

The default is true for pinned recharges and false for pinless or direct recharges. This is because on pinless recharges, the provider normally sends a confirmation SMS. You may however opt to send the voucher PIN to your customer yourself. In this case you could set this indicator to false.

In the case of pinned recharges, Smartcall also makes the voucher PINs available on a USSD menu. The customer can dial *130*275# and navigate the menu to obtain missing voucher PINs.

7. Recipient MSISDN

The recipient MSISDN is the cell phone number being recharged. Where a voucher PIN is required, this is the cell phone number to which the voucher PIN must be sent.

A valid cell phone number contains only numbers 0 to 9. It may start with either 27 for a South African number, 258 for a Mozambican number or 0. This is then followed by one of the following valid prefixes:

Network	Prefixes
Vodacom	0606,0607,0608,0609,0636,0637,0646,0647,0711,0712,0713,0714,0715,0716,072,076, 079,0818,082
MTN	0603,0604,0605,0630,0631,0632,0633,0634,0635,0638,0639,0640,0710,0717,0718, 0719,073,078,0810,083
CellC	0610,0611,0612,0613,0615,0616,0617,0618,0619,062,0641,0642,0643,0644,0645,074, 084
Telkom Mobile	0614,0811,0812,0813,0814,0815,0816,0817
Vodacom Mozambique	084

For a South African cell phone number, the length is 11 if it is prefixed by 27 or 10 if it is prefixed by 0. For a Vodacom Mozambique cell phone number, the length is 12 if it is prefixed by 258 or 10 if it is prefixed by 0.

8. Recharge Device ID

This can be left empty, except for electricity recharges where it is compulsory and should hold the meter number being recharged.

An Eskom recharge requires a meter number that is 11 digits.

9. Client Reference Number

When sending us a recharge request, you can include your unique reference for the recharge on your system. We highly recommend that you do this. We then check that we have not previously received a recharge from you with this reference number before submitting the recharge request. This will prevent duplicate recharges from happening.

If however, you need to resubmit a recharge to us for a valid reason, you will then have to change your reference number, as we will not allow two recharges on the same client reference number to be processed.

10. Error Codes

Code	Message	Action required
0	Success	The recharge has been successfully captured. You need to run the transaction query to determine the final outcome.
1	Invalid Channel Code	This error should be reported to Smartcall as soon as it is noticed. Once the problem has been fixed, you can resubmit the recharge request but with a new transaction ID.
2	General System Error	We have a number of system errors that might occur, but should be infrequent. They should be reported to Smartcall as soon as they are noticed. Once the problem has been fixed, you can resubmit the recharge request but with a new transaction ID.
3	Invalid owner Cell No provided	This error is unlikely to occur, as your Smartload Wallet cell phone number is submitted as part and parcel of the key that is sent with the message
4	Invalid owner PIN	This error will only occur if you have changed your Smartload Wallet PIN and have not notified us. We will then have to do the relevant updates before you can resubmit the recharges. All recharges will have to be resubmitted with new transaction IDs.

Code	Message	Action required
5	Invalid recharge network	This is the network or provider on which the recharge will be done. This error will occur if a network id which is not recognised on our system is passed through. You would have to fix this on your system, before resubmitting the recharge request but with a new transaction ID.
6	Invalid recharge Cell No provided	This should be a valid cell phone number as detailed above. If not, you can correct the data and resubmit the recharge request but with a new transaction ID.
7	Please indicate whether this is a recharge on airtime, data bundle, sms bundle, electricity.	The product is incorrect and should be one of those listed in (2) above. You can correct the product and resubmit the recharge but with a new transaction ID.
8	A meter number is compulsory for an electricity recharge. Or Invalid Eskom meter number.	If you have the meter number or can correct it, you can resubmit the recharge request but with a new transaction ID.
9	Invalid amount. Or Invalid denomination selection. Or The amount / pinless combination is not valid for the network / channel	The recharge amount is not a valid amount or is not valid for the provider and product combination. You can correct the data and resubmit the recharge request but with a new transaction ID.
10	Pinless Indicator Error: Smartload only distributes pinless airtime on the selected network. Or Pinless Indicator Error: Smartload only distributes pinless airtime on the selected products. Or Pinless Indicator Error: Smartload only distributes vouchers on the selected network.	The Pinless/Pinned indicator is incorrect for the provider/product/amount combination. You can correct the data and resubmit the recharge request but with a new transaction ID.
11	The Owner Cell No is not a SMARTLOAD dealer or the PIN is incorrect.	This error is unlikely to occur, as your Smartload Wallet cell phone number is submitted as part and parcel of the key that is sent with the message.
12	The Owner Cell No is no longer an active SMARTLOAD dealer.	Your Smartload Wallet has been made inactive. Please contact Smartcall immediately with this error. Once the problem has been fixed, you can resubmit the recharge requests but with new transaction IDs.
14	The correct discount could not be determined - maybe invalid network/denomination/pinless indicator.	The combination of the provider/product/amount and pinless indicator is not valid and as a result the correct discount could not be determined. You can correct the data and resubmit the recharge request but with a new transaction ID.
15	Insufficient funds in the Smartload Wallet.	You need to make a deposit into our ABSA bank account (banking details are under the Startup process above).
16	A trx with the same Cell no + amount was done in the last 5 minutes. Please retry in 5 min if valid. Or A recharge with this meter no. has been received. Please wait for it to complete before retrying.	This indicates that we have already received a recharge request from you with the same recipient cell phone number and for the same amount in the last five minutes. If you have more than 1 valid request for the same recipient with the same amount, please wait for five minutes between submissions. If you have to resubmit a recharge that has already been submitted and identified as a potential duplicate, please resubmit with a new transaction ID.
17	General system error creating the recharge	This error should be reported to Smartcall as soon as it is noticed. Once the problem has been fixed, you can resubmit the recharge request but with a new transaction ID.

Code	Message	Action required
18	Error (No Stock).	This error will be displayed on vouchers only and indicates that we have run out of the voucher you have requested. We are therefore unable to complete your recharge request.
19	The quantity must be greater than 0	This applies to the bulk printing option available on smartcallonline.co.za
99	System maintenance in progress	This indicates that the system is currently down for maintenance. Once the system is back up, you should get a notification email from us to confirm this. If you submitted any recharges to us while the system was down, please resubmit the recharge requests but with new transaction IDs.

11. Return Values

- Balance: The latest balance after the current transaction.
- Order reference id: The unique reference number on our system for the recharge, which can be used to query the status.
- Box number: The box number for the voucher. This may not always apply.
- Batch number: The batch number for the voucher. This may not always apply.
- Ticket number: The unique number that identifies the voucher.
- Voucher pin: The voucher pin number which will be used by the customer to claim the recharge.
- Expiry date: the date on which the voucher expires. The voucher must be claimed before this date.
- Additional voucher pin: For electricity, the recharge PIN for the free units is returned.

Transaction Query

There are three different transaction queries:

1. You can retrieve the transaction details and status for the last transaction processed by you.
2. You can retrieve the transaction details and status for the last transaction processed by you for a specific customer cell phone number.
3. You can retrieve the transaction details for an order reference ID received from us in the recharge process.
4. You can retrieve the transaction details by using your unique transaction ID that was passed through when you did the recharge request. The result will be the same as for a query using our order reference ID, mentioned in 3 above.

The following are returned in the result:

- Description: This identifies the transaction as a recharge (order), a transfer, a credit (deposit) etc.
- Network: This identifies the network or provider on which the recharge was done and displays the recharge amount or range that was selected.
- MSISDN: this is the cell phone number that was recharged.
- Status Date: The date and time of the latest status on the recharge.
- Reference: The reference on our system of the recharge requested.
- Amount: The amount of the recharge.
- Disc: The discount percentage granted on the recharge.
- Cost: The Rand cost of the recharge less the discount. This is the amount that will be debited against your Smartload Wallet.
- Status: This is the description of the status from the recharge provider and can differ according to the response we get from each provider.
- Status_ID: The status id will contain one of the following values. This is the definitive status and eventual outcome of a recharge.

Status_ID	Description
1	Pending
2	Pending
3	Successful
4	Failed

If the final status on the recharge is "Failed", the cost of the recharge that was originally deducted from your Smartload Wallet will be refunded to you. The refunds are done daily at 05h30, 11h30, 17h30 and 23h30.

If the transaction query on the order reference ID is done, the following additional fields are returned. These will usually be empty unless a voucher PIN was requested:

- Ticket_number: The unique number that identifies the voucher
- Voucher_pin: The voucher pin number which will be used by the customer to claim the recharge
- Add_voucher_pin: For electricity, the recharge PIN for the free units is returned
- Box_number: The box number for the voucher
- Batch_number: The batch number for the voucher
- Expiry_date: the date on which the voucher expires. The voucher must be claimed before this date

If the result is empty, it means that we do not have a record on our system that matches your search criteria. The possible return codes and messages are as follows:

Code	Message
0	Success
1	Invalid owner Cell No provided
2	Invalid query Cell No provided
9	General System Error
12	Invalid Channel Code

Balance Enquiry

You can query the latest balance in your Smartload Wallet.

Discounts

There is a function on the Smartload Webservice that allows you to get a list of all the products or offerings and the latest discount. Discounts on a single product can vary depending on the amount being recharged, on whether a voucher is being issued and if the voucher must be SMSed to the customer.

Dealer registration check

You can check any cell phone number to determine if it is registered as a Smartload dealer. If the cell phone number is not a dealer and you want to create the cell phone number as a dealer, you can either do a Smartload funds transfer to the cell phone number or deposit money into the bank account with the cell phone number as a reference. It is also possible to request Smartcall to register a dealer on your behalf, but this process can take longer.

If the cell phone number does exist as a dealer, but the dealer is not longer active, a call will have to logged with our Customer Care department do determine whether it is possible to re-activate the dealer.

The possible return codes and messages are as follows:

Code	Message
0	The Cell no is an active Smartload dealer.
1	This Cell no is not a Smartload dealer.
2	The Cell no is not an active Smartload dealer.

Transfer

It is possible to transfer funds between Smartload Wallets. There is no cost or discount on this type of transaction. The amount requested for the transfer is simply transferred from your Smartload Wallet to the recipient's Smartload Wallet. An SMS will be sent unless you indicate that one should not be sent.

A funds transfer will create a dealer if the cell phone number you are transferring to does not yet exist on our records as a dealer.

The minimum amount for a funds transfer is R5 and the maximum is R100 000.00.

The possible return codes and messages are as follows:

Code	Message	Action required
0	Success	The transaction has been completed successfully and the transfer has been done.
1	Invalid owner Cell No provided	This error is unlikely to occur, as your Smartload Wallet cell phone number is submitted as part and parcel of the key that is sent with the message
2	Invalid owner PIN	This error will only occur if you have changed your Smartload Wallet PIN and have not notified us. We will then have to do the relevant updates before you can resubmit the recharges.
3	Invalid transfer Cell No provided	This should be a valid cell phone number as detailed above. If not, you can correct the data and resubmit the transfer request.
4	Invalid amount - the amount should be between R5 and R100000 Or Invalid amount - the maximum amount allowed is R100 000	The transfer amount is not valid. You can correct the amount an resubmit the transfer request.
5	Invalid amount - the amount should be greater than 0	The transfer amount is not valid. You can correct the amount an resubmit the transfer request.
6	The account owner attempted to transfer to his/her own Cell No	You cannot transfer to your own Smartload Wallet cell phone number.
7	Not enough credit for the transfer	You do not have enough funds to complete the transfer. You need to make a deposit into your Smartload Wallet and then you can resubmit your transfer request.
8	The owner is not enabled as a dealer on Smartload	Your Smartload Wallet has been made inactive. Please contact Smartcall immediately with this error. Once the problem has been fixed, you can resubmit the transfer requests.
9	General System Error	We have a number of system errors that might occur, but should be infrequent. They should be reported to Smartcall as soon as they are noticed. Once the problem has been fixed, you can resubmit the transfer request.
10	The recipient does not exist as a Smartload dealer	This error should not occur, as we check if the recipient is a Smartload dealer or not and if not, create the Smartload dealer with the amount being transferred as the opening balance. If the error does occur, please contact devsupport@smartcall.co.za to check your dealer setup.
11	Possible duplicate transaction within the last hour - try a different amount	A transfer to the same recipient cell phone number with the same amount is considered a duplicate. You will have to wait one hour to do two transfers with the same amount and recipient cell phone number.
12	Invalid Channel Code	This error should be reported to Smartcall as soon as it is noticed. Once the problem has been fixed, you can resubmit the transfer request.

Recharge Reversal

If a direct recharge is requested and remains on Pending status because our link to the relevant network is down, it is possible to reverse the recharge request.

The possible return codes and messages are as follows:

Code	Message	Action required
0	Success	The recharge has been successfully cancelled. Your Smartload wallet will be refunded in the reversal process.
1	Invalid Channel Code	This error should be reported to Smartcall as soon as it is noticed. Once the problem has been fixed, you can resubmit the recharge request but with a new transaction ID.
2	General System Error	We have a number of system errors that might occur, but should be infrequent. They should be reported to Smartcall as soon as they are noticed. Once the problem has been fixed, you can resubmit the recharge request but with a new transaction ID.
3	Invalid owner Cell No provided	This error is unlikely to occur, as your Smartload Wallet cell phone number is submitted as part and parcel of the key that is sent with the message
4	The Owner Cell No is no longer an active SMARTLOAD dealer.	Your Smartload Wallet has been made inactive. Please contact Smartcall immediately with this error. Once the problem has been fixed, you can resubmit the recharge requests but with new transaction IDs.
5	Invalid owner PIN	This error will only occur if you have changed your Smartload Wallet PIN and have not notified us. We will then have to do the relevant updates before you can resubmit the recharges. All recharges will have to be resubmitted with new transaction IDs.
6	A voucher has been issued. Please use the query functionality to retrieve the voucher PIN.	Voucher recharges are never reversed, because a voucher PIN has been issued which can be retrieved using the query functionality.
7	The recharge has already been cancelled	The recharge has already been cancelled
8	The recharge could not be cancelled. Please use the query functionality to get the final status.	The recharge could not be cancelled because it has already been submitted to the network. Please use the query functionality to get the final status.
9	Free basic electricity does not have a cost and so does not need to be reversed.	Free basic electricity does not have a cost and so does not need to be reversed.

Reports

We have an online site on which daily and monthly reports can be requested and transaction queries can be done:

https://www.smartcallonline.co.za

You access the online site with you Smartload Wallet cell phone number. The SIM for this cell phone number must be valid and active and the associated SIM card must be in a cell phone so that SMSs can be received. This is because to access the online site, you need to be able to receive an SMS which will contain a one-time pin.
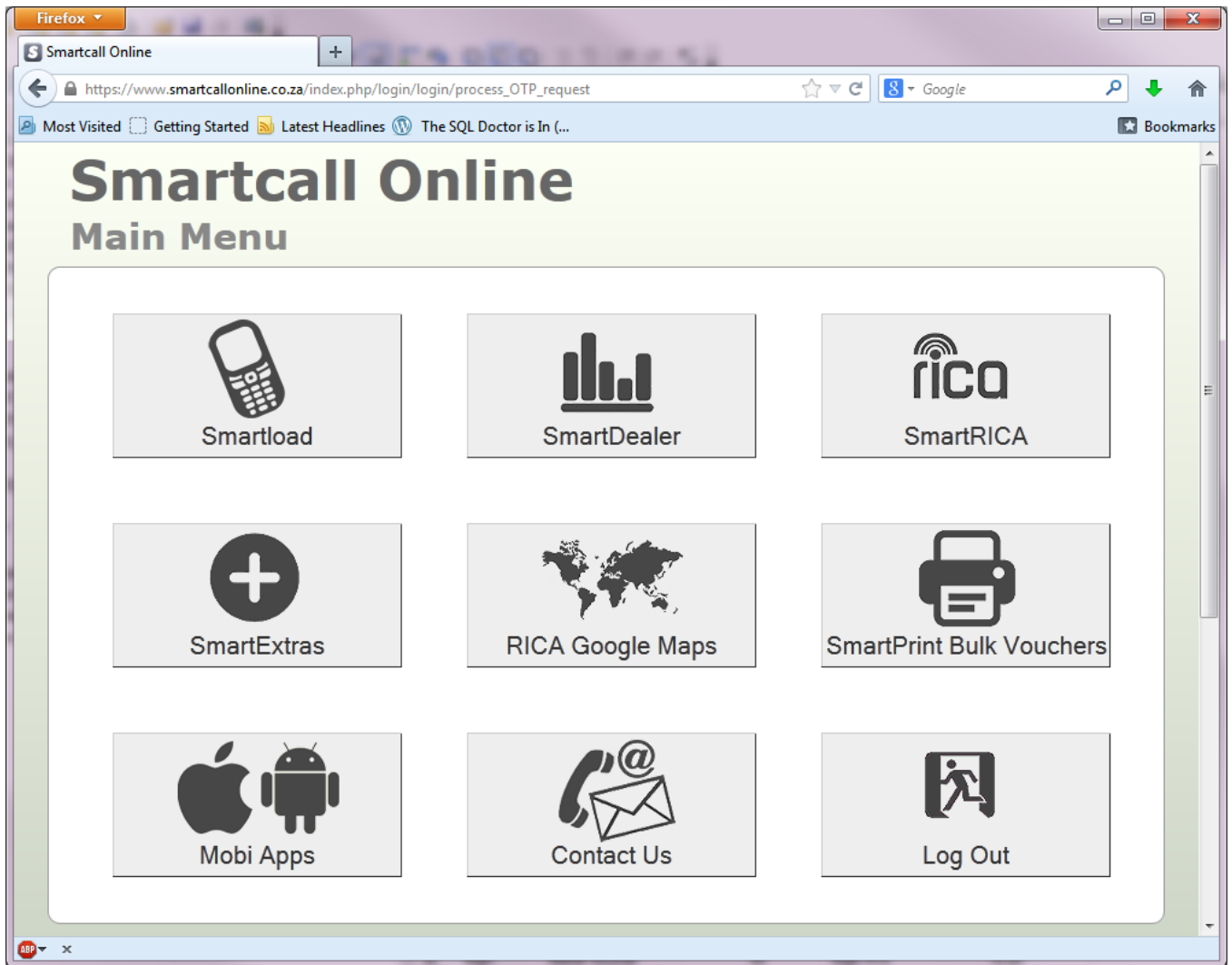
The login page for the online site is as follows:

You enter your Smartload Wallet cell phone number and dial *130*678*23# to retrieve your one-time pin.

Once you have captured the one-time pin and pressed the Login button, you will be presented with the Main Menu.


1. Online report requests

There are reports which you can opt to receive on a daily or monthly basis:

- Smartload Transactions: This report lists all financial transactions on your Smartload Wallet. The daily report will list the transactions for the last three days and the monthly report will list the transactions for the previous month.
- Successful Recharges: This report lists all the successful recharges done on your Smartload Wallet. The daily report lists all the successful recharges for the last five days and the monthly report lists all the successful recharges for the previous month.

To select which reports you would like to receive and to which emails these reports should be sent, select Smartload on the Main Menu (displayed above) and then Report Preferences on the Smartload Menu
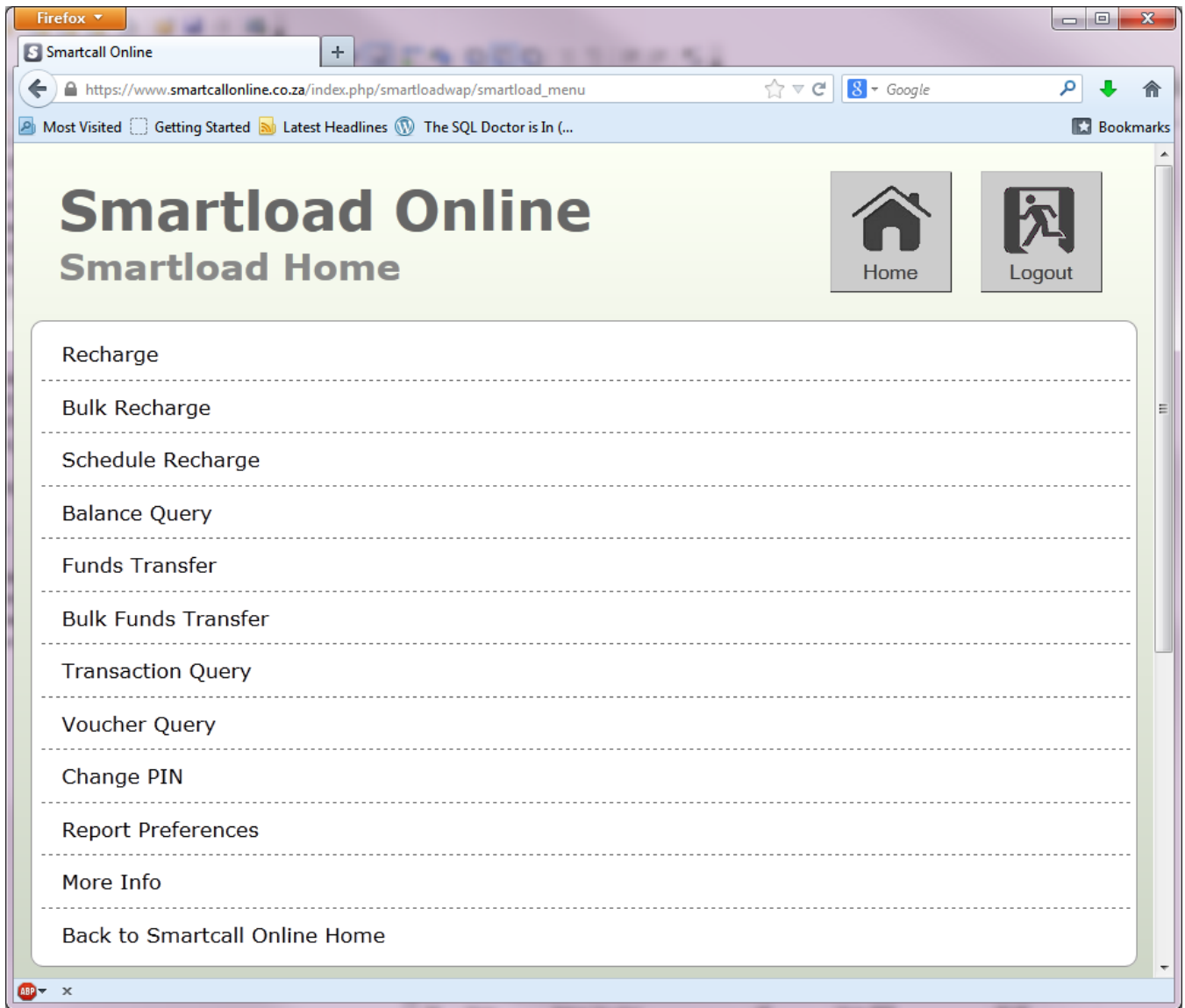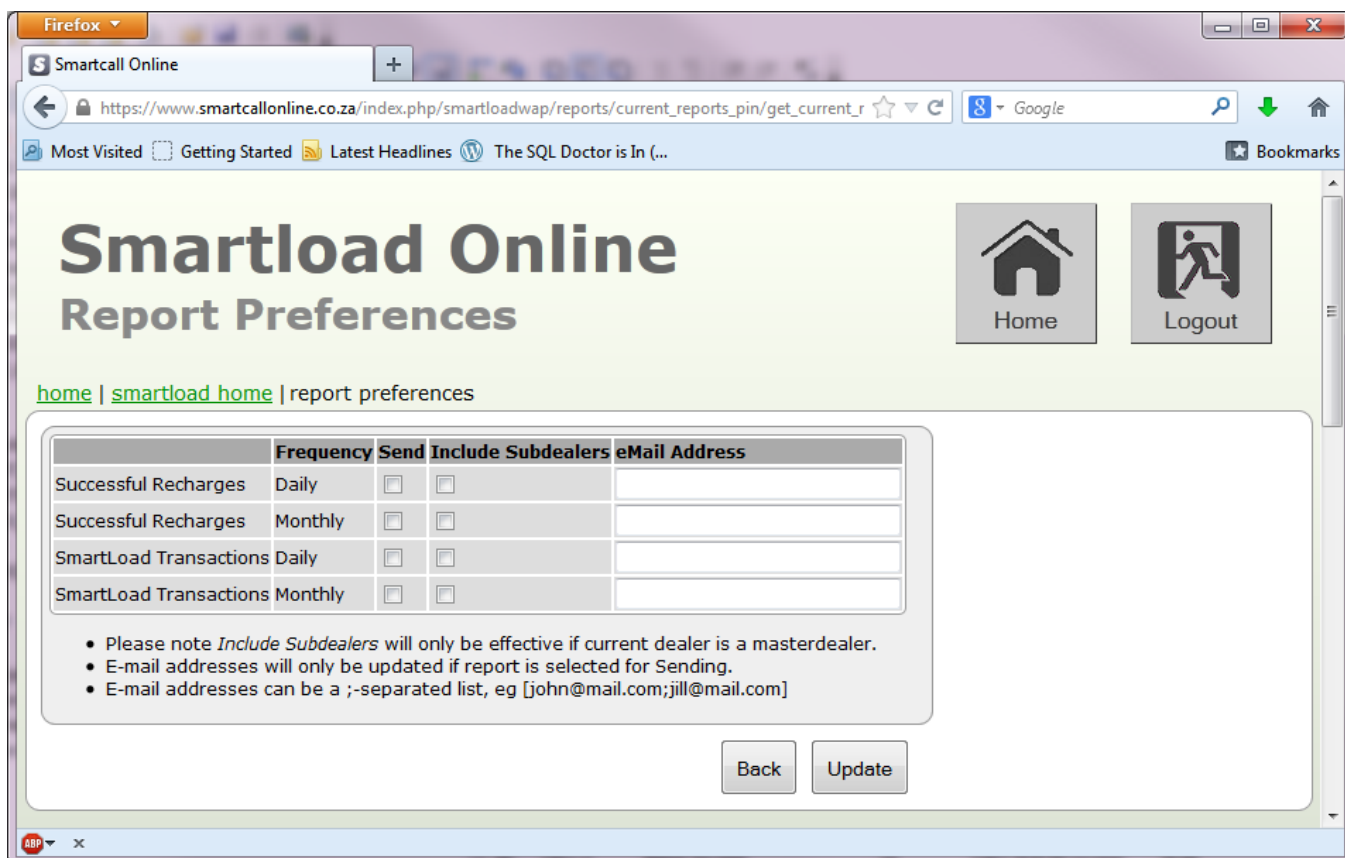
You will be asked to enter your PIN which is a four digit number that was SMSed to you when you were registered as a Smartload dealer. You might have opted to change the PIN since and should then use the PIN you captured.
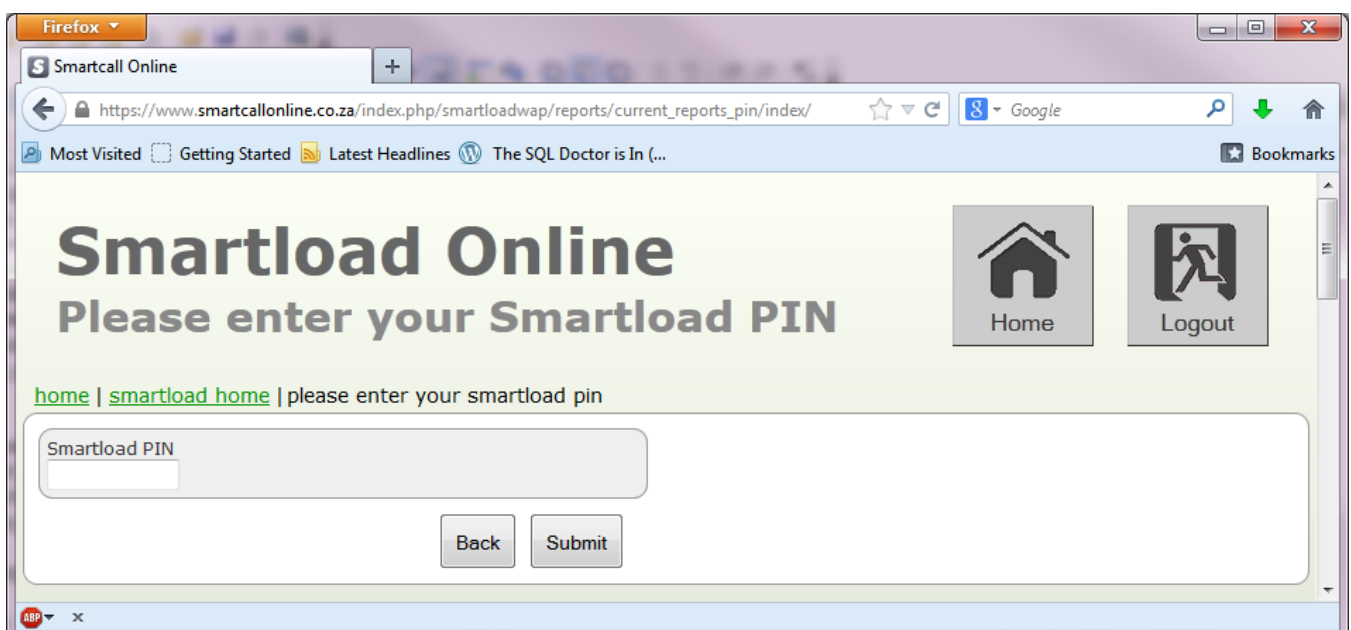

The reports available are listed and can be selected. Please note that if the email recipients need to change, then you need to return to this page and update the details.

Smartload Online
Report Preferences

home | smartload home | report preferences

	Frequency	Send	Include Subdealers	eMail Address
Successful Recharges	Daily	☐	☐	
Successful Recharges	Monthly	☐	☐	
SmartLoad Transactions	Daily	☐	☐	
SmartLoad Transactions	Monthly	☐	☐	

- Please note *Include Subdealers* will only be effective if current dealer is a masterdealer.
- E-mail addresses will only be updated if report is selected for Sending.
- E-mail addresses can be a ;-separated list, eg [john@mail.com;jill@mail.com]

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2. Online transaction queries

On the Smartload Menu, you can select Transaction Query in order to query transactions that you have submitted to the webservice.
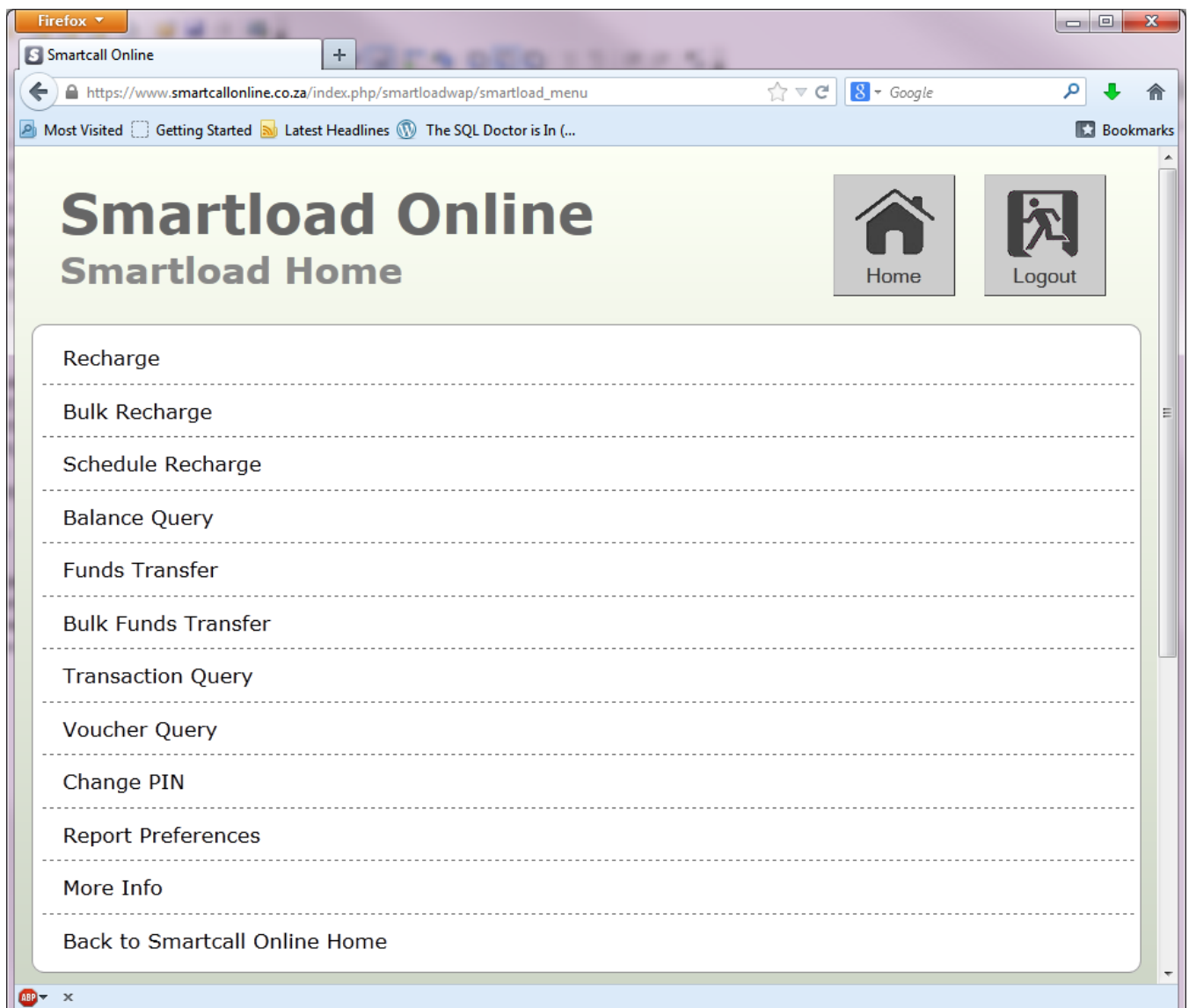
These are the queries that can be done:

1. Most Recent: This query will list up to the last 99 financial transactions on your Smartload Wallet.
2. Reference: You can capture the order reference id which is our unique reference number for the recharge request. This reference is passed back from the webservice if the recharge request was successful.
3. Cell Number: This will list all the transactions on a specific cell phone number.
4. Date: This will list all the transactions for a specific date range.
5. View Cashup Data: This gives you a summary of the financial movements on your Smartload Wallet for the selected period.

The transaction list will contain the following:

- Date: This is the date of the latest status on the transaction.
- Type: This indicates the type of transaction. Most of them are self-explanatory, but Order refers to recharge and credit refers to a bank deposit.
- Network: This is the network or provider on the recharge and will be blank for other transaction types.
- Value: This is the Rand amount of the transaction.
- Profit: This is the discount amount on the recharge and will be zero for other transaction types.
- Status: This is the status we receive from the various providers on the recharge and will be blank for other transactions.
- Recipient: This is the recipient of the financial transaction. For a recharge, it will be the customer recharged, for a transfer it will be the Smartload Wallet that received the transfer from you, reversals will show your Smartload Wallet cell phone number as the money is being refunded back to you.

- Reference: This is the transaction reference. In the case of the recharge it is the order reference id that would have been returned on a successful recharge request.
- Cost: This is either the Value of the recharge less the discount, which would have been debited to your Smartload Wallet or the Value of the transaction for other transaction types.
- Disc%: This is the discount percentage on the recharge and will be blank for other transaction types.
- Pin/Direct: This indicates whether a voucher PIN was requested on the recharge or not.
- Channel: This indicates the channel that was used to do the recharge.

Smartload Online
Transaction Query

home | smartload home | transaction query

| Search Most Recent | Search by Reference | Search by Cell Number | Search by Date | View Cashup Data |

Search 99 most recent transactions (up to a maximum of 99)

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(Search by Reference to see more detail per transaction)

Date	Type	Network	Value	Profit	Status	Recipient	Reference	Cost	Disc%	PIN/Direct	Channel
2013-08-14 11:15:33.013	Order	MTN	-R10.00	-R0.45	Successful	27835847009	48455173	-R9.55	4.50%	Direct recharge	WAP
2013-08-09 16:52:10.933	Order	CELLC	-R5.00	-R0.30	Transaction Successful. Reference number: 0809165211094186	27749359678	48282733	-R4.70	6.00%	Direct recharge	USSD
2013-08-08 18:57:11.027	Order	VOD	-R299.00	-R17.94	Recharge Successful	27764242770	48258669	-R281.06	6.00%	Direct recharge	USSD
2013-08-08 10:17:11.157	Transfer		-R4.00	R0.00	Successful	27835847009	47848220	-R4.00			
2013-08-08 10:15:36.973	Transfer		-R3.00	R0.00	Successful	27835847009	1223203625	-R3.00			
2013-08-08 10:13:58.480	Transfer		-R2.00	R0.00	Successful	27835847009	1223199730	-R2.00			
2013-08-05 11:10:09.543	Order	MTN	-R10.00	-R0.45	Successful	27835847009	48153415	-R9.55	4.50%	Direct recharge	Mobile Phone
2013-07-29 19:35:07.163	Credit		R500.00	R0.00		27829495225	14965778	R500.00			
2013-07-29	Deposit Fee		R1.10	R0.00		27829495225	14965778	R1.10			

The Cashup will appear as follows:

Smartload Online
Transaction Query

home | smartload home | transaction query

| Search Most Recent | Search by Reference | Search by Cell Number | Search by Date | View Cashup Data |

Start Date (YYYY/MM/DD)
2013/07/01
to
End Date (YYYY/MM/DD)
2013/08/14

Leave Start Date & End Date blank to get Cash Up for TODAY.

Smartload PIN
••••

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Group Description	Item Description	Item Count	Amount	Net Amount	Profit
Opening Balance		0	0	1581.13	0
Recharges	CELLC	1	-5	-4.7	0.3
Recharges	MTN	5	-50	-47.6	2.4
Recharges	VOD	2	-598	-562.12	35.88
Deposits	Credit	1	500	500	0
Funds transfer-Out	27725971977	1	-40	-40	0
Funds transfer-Out	27835847009	3	-9	-9	0
Funds transfer-Out	Deposit Fee	1	-1.1	-1.1	0
Closing Balance		0	0	1416.61	0
Total Profit		0	0	0	38.58

Fault logging process

All questions, suggestions and comments can be sent to support@smartcall.co.za. If you are logging a fault or query relating to a transaction, please ensure that the following information is included in your communication to us:

- Your unique transaction ID or client reference id;
- Our order reference id, if you received one back after the submission;
- The recipient cell phone number;
- The recharge amount;
- The date and time of submission to us;
- The error code and error message that you received from us when submitting the recharge to us;
- The date and time that you last queried the status of the transaction on the webservice;

Once you have logged the fault or query to the above email address, you will receive a fault number which will allow you to track the progress on the specific query.