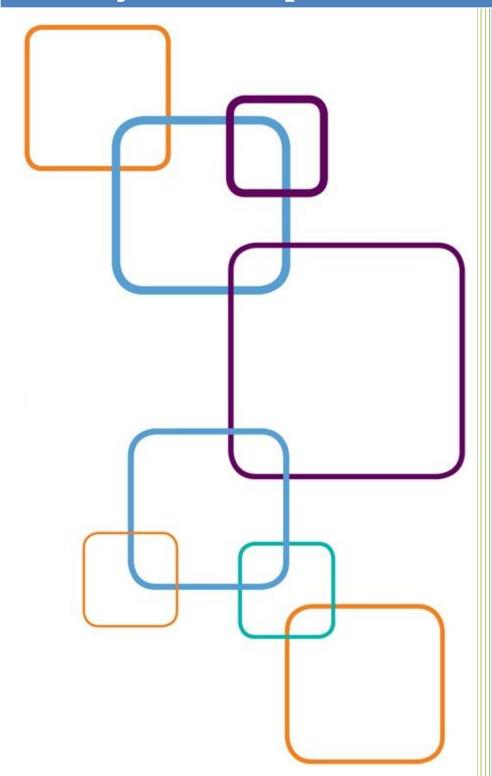


2014

mySBV.deposit – Maintenance



Bjorn Cockrell

SBV Services (Pty) Ltd: User Guide

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The objective of the mySBV Cash Management System is to design and implement a system that will:

- Deliver market leading cash processing and handling related products to the retail and bulk cash market
- Improve commercial business intent in the cash handling industry,
- Improve workflow elements within the SBV cash management and processing lifecycle, and
- Enter into new commercial markets and establish new cash processing concepts.

Log in to mySBV

Open MySBV form your browser



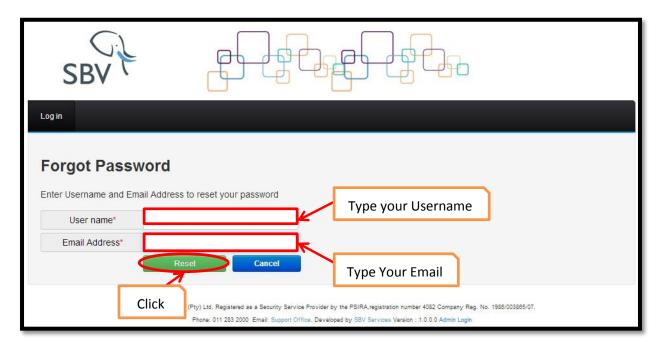
- Enter your username and password
- Click on log in.

Forgot Password

If you are unable to remember you password you can click on Forgot Password. Follow the steps that follow and click on reset.



Click on Forgot Password



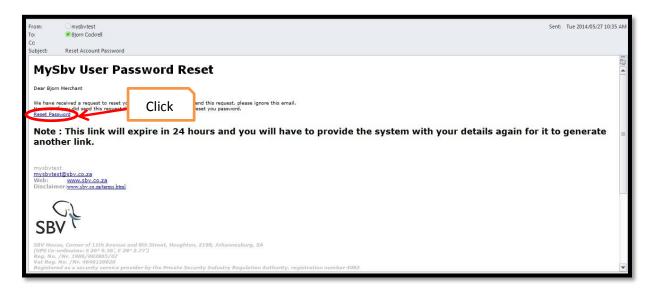
- Enter your username in the Username field
- Type your Email in the Email address field
- Click on Reset



The system will prompt you that an email was sent to your mail address.



- You will receive an email from mysbvtest (the name of the email will change as soon as we go live)
- Open the email



Click on the link within the email to proceed to the Password Rest screen in MySBV.



- Enter your new password
- Confirm your new password
- Click on Reset Password

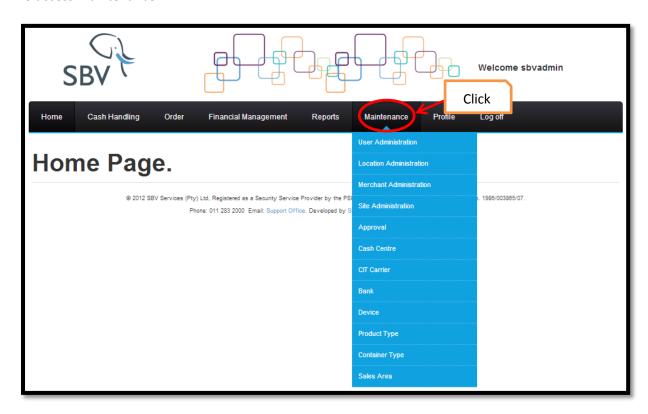
Once the user as reset the password, the new password can be used to log the user into the system.

Maintenance

The Maintenance module is used by SBV administrators to setup and maintain the following functions:

- Users
- Location
- Merchant
- Site
- Approvals
- Cash Centres
- CIT carries
- Banks
- Devices
- Product types
- **Container Types**
- Sales Areas

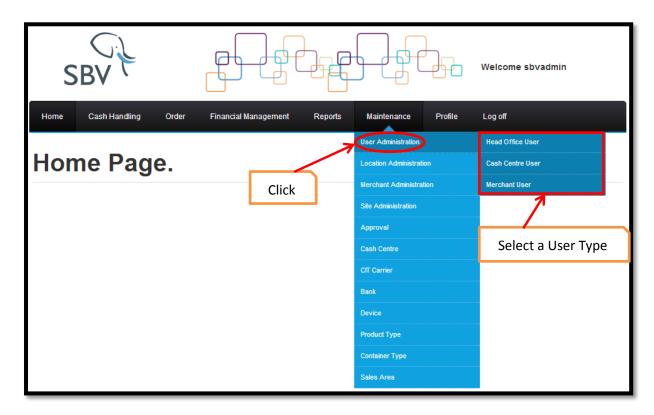
To access Maintenance



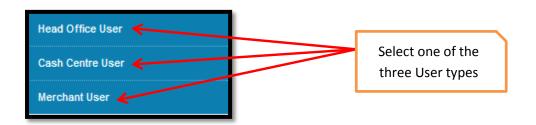
Click on Maintenance from the main mySBV screen.

User Administration

User administration is used to setup the different types of mySBV users. To Access User Administration:



- Select Maintenance to view the dropdown menu
- Move your mouse pointer over the user administration tab to view the "user options"



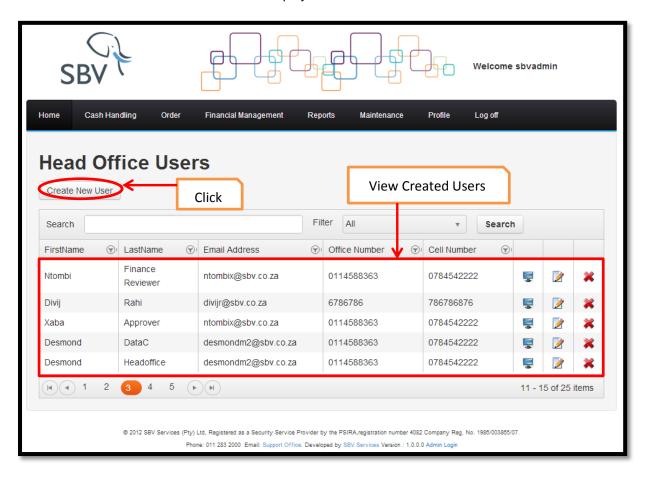
- Select Head Office User for Support Office Admin staff
- Select Cash Centre User for Cash Centre Operational Staff
- Select Merchant User for Client Staff

Head Office User

Head Offices Users are administrative staff responsible for the maintaining of mySBV.

- To create a Head Office User, select maintenance from the mySBV main Menu to access the dropdown
- Select Head Office User

The Head Office Users screen will now be displayed



The active users can be viewed form this menu.

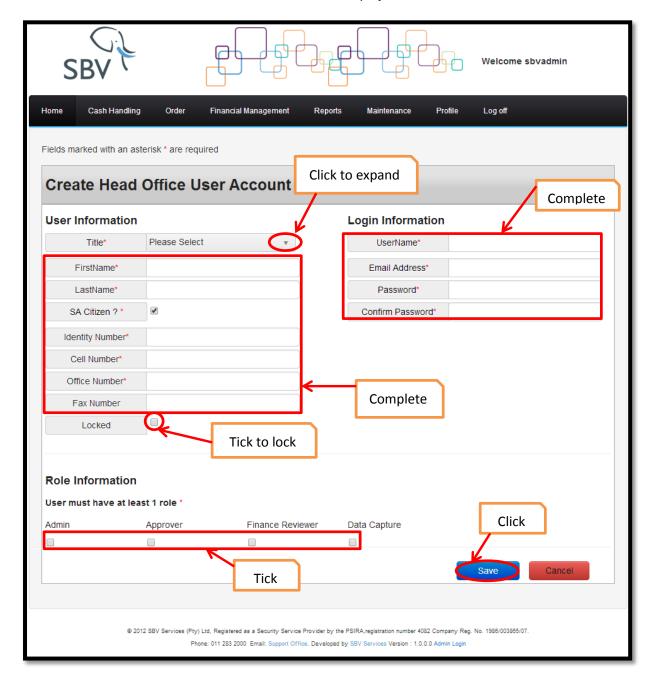
Individual accounts can be viewed, edited and deleted by selecting the appropriate icon.

Creating a new account



Click on create New User

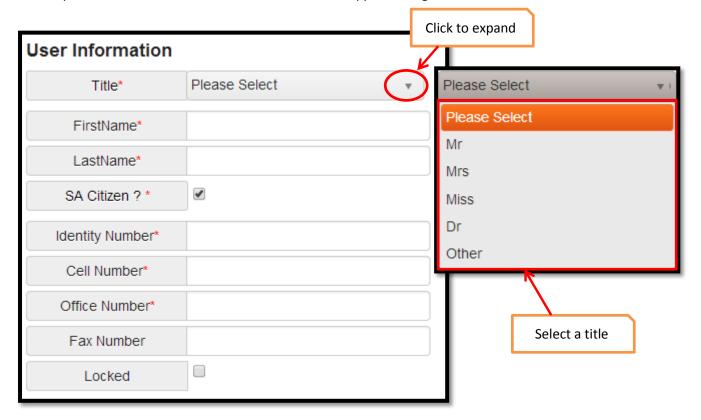
The Create a Head Office User Account screen will be displayed:



Mandatory fields is marked with a red asterisk (*)

User Information

Basic user information must be complete. Basic user information provides the system all the required information about the user as well as the applicable rights of that user.

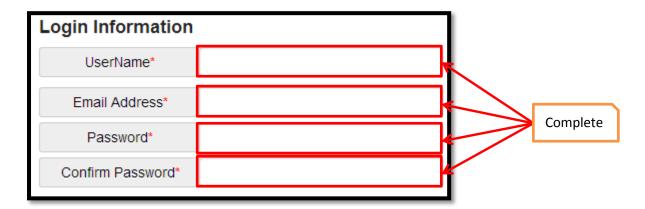


- Click on the title dropdown to select one of the titles
- Provide a First and Last name
- Tick the SA citizen box if the user is a South African Citizen and provide his\her ID number
- If the user is not a SA citizen untick the SA Citizen tick box and provide the user's passport number
- Enter the cell and office number
- The fax number is optional

If the locked box is ticked the user will be unable to access mySBV using that account.

Login Information

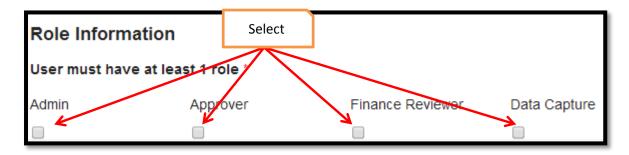
Login information is the information that the user will use to log in to mySBV. Complete the screen by providing the following information:



- Provide a Username
- Enter the Email Address
- Provide the user with a temporary password
- Confirm password

User Role Information

User Role information is linked directly to the access level of the applicable user. Different users require different access levels. The access levels are determined by the type of role the user fulfils within SBV.



- Tick the tick box that is applicable to the user
 - o Admin Performs Administrative functions
 - Approver Approves new devices and accounts
 - Finance Reviewer Review financial costing
 - Capture new Clients and accounts



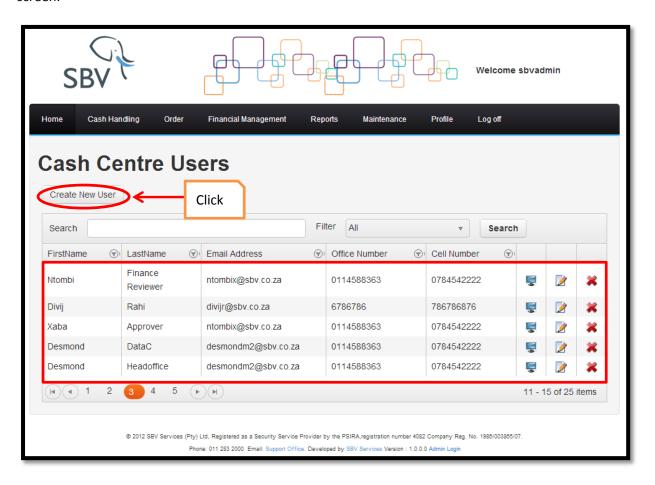
Click on save to save the user

Cash Centre User

Cash Centre User is the user at centre level that is responsible for the processing of deposits as well as the verifying of incidents.

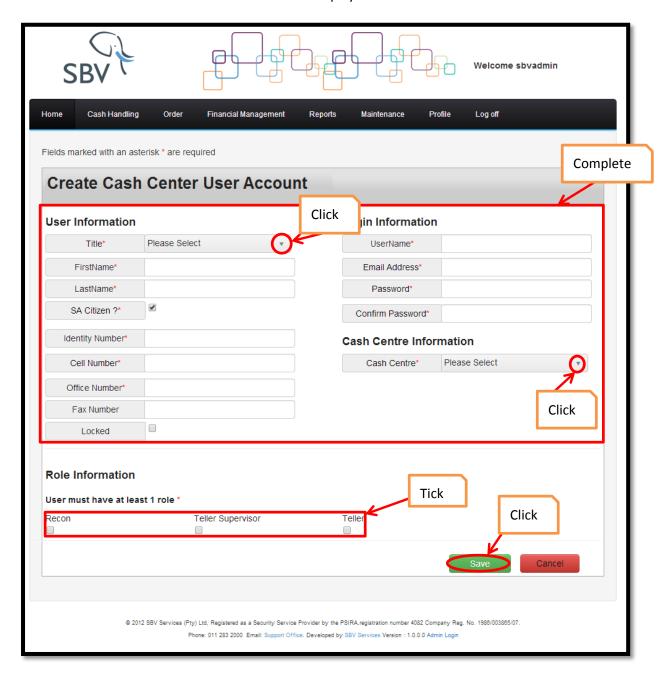
To Create a Cash Centre User, click on the Maintenance tab from the mySBV main Menu and select User Administration and then Cash Centre User.

The Cash Centre User Screen will now be displayed. You can view all created user account from this screen.



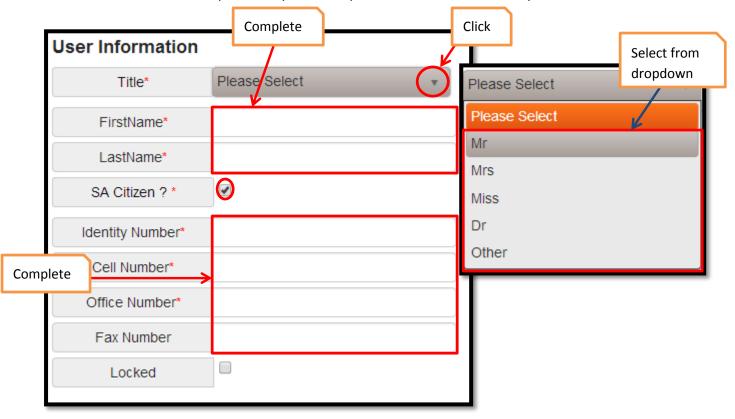
Click on Create New User

The Create Cash Centre User account will now be displayed:



User Information

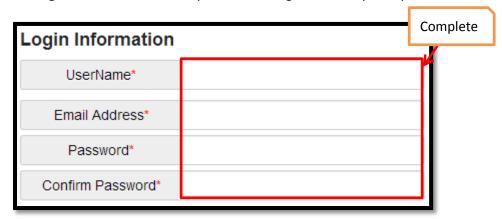
The field is used to complete the system user personal information on the system.



- Click on the title to make a title selection
- Type the first name and Last name of the user
- If the user is a South African Citizen tick the "tick box" and enter the ID Number
- If the user is not an South African Citizen keep the box un-ticked and enter the Passport number
- Enter the Cell Number and Office Number
- The fax number is an optional field
- If the Locked box is ticked the user will be unable to use the account (account locked)

Login Information

The Login Information is used by the user to log in to the mySBV system.



- Enter the Username
- Enter the email address for the user
- Provide a password
- Confirm the password

Cash Centre Information

The cash Centre information is used to link a specific user to a particular cash centre. This allows the system to restrict a user to only log on to his/her appointed cash centre.

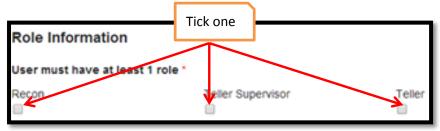




- Select the Cash Centre dropdown
- Select the applicable Cash centre for the user form the dropdown list

Role Information

The User Role information applies to the authorisation or access level applicable to the user account.



Select one of the three roles:

- Recon Reconciles all mySBV Deposits
- Teller Supervisor Approves all discrepancies in a mySBV Deposit
- Teller Processes all mySBV deposits

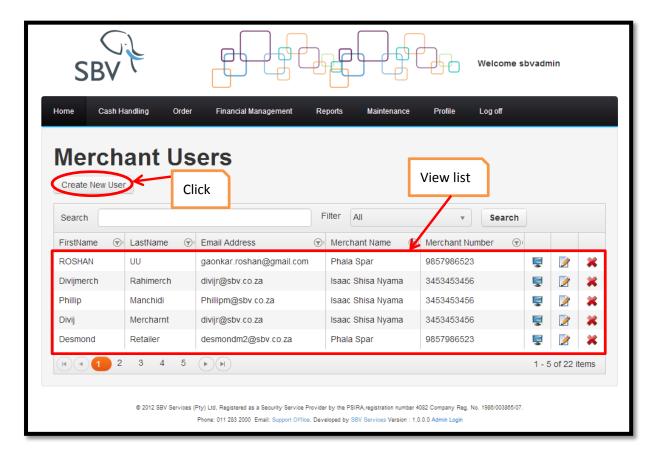


· Click on save to store the new user

Merchant User

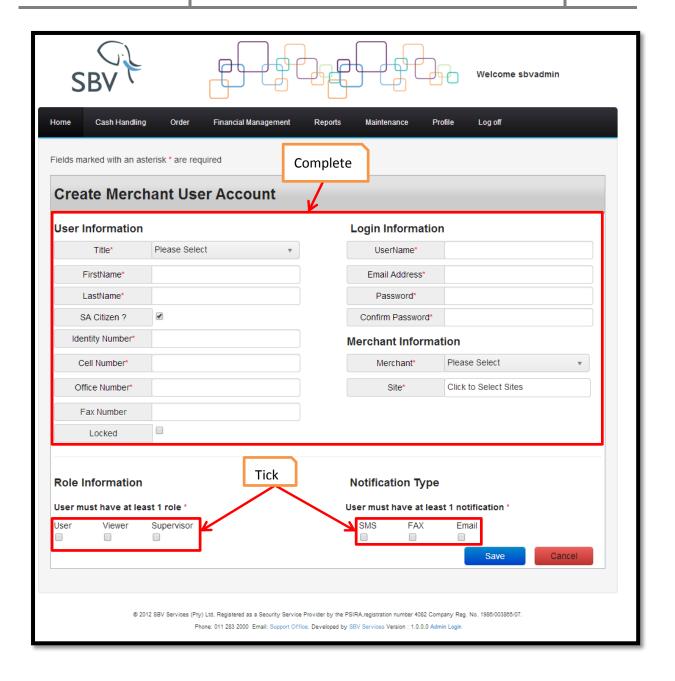
A Merchant user is an account used by the client to capture the deposits on the system

To Select Merchant users click on Maintenance from the main mySBV screen and select user administration. Select the Merchant user option to access the Merchant user screen.

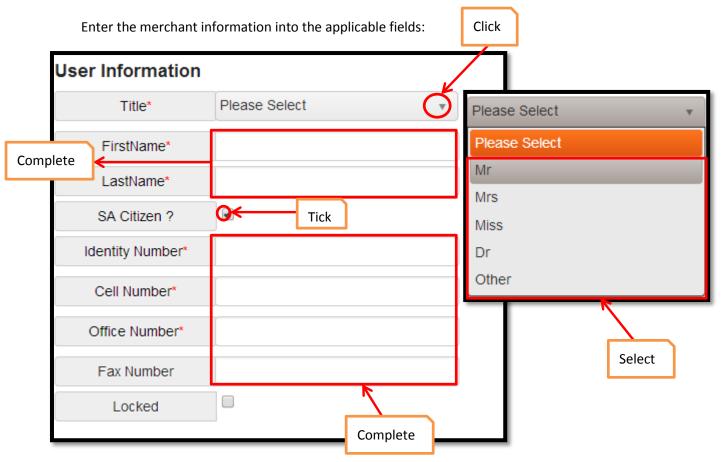


Click on Create new user

The Create Merchant User Account screen will now be displayed



User Information



- Select the user title from the dropdown
- Enter the First and Last name
- If the user is a South African tick the SA Citizen box and enter the ID Number
- Enter the Cell Number and Office Number of the Merchant
- The Fax field is an optional field
- If the Locked box is ticked the user will be unable to use the account

Login Information

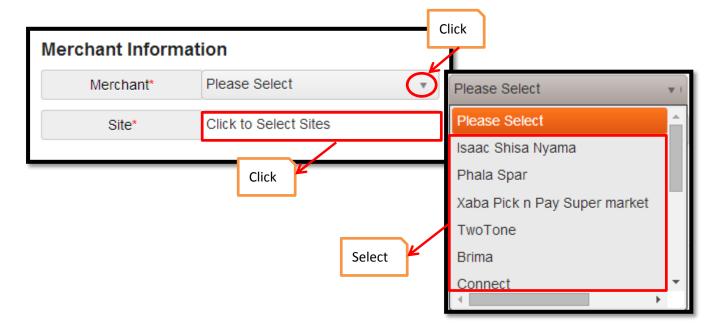
The login information is used to log in to the mySBV system



- Enter the Merchant Username
- Enter the Merchant Email Address
- Provide the temporary password
- Confirm the password.

Merchant Information

The selection is made to identify to the system to what merchant group the user belongs to



- Select the merchant drop down menu
- Select the applicable merchant branch from the list

Role Information

This selection provides the access and authorisation level for the user. This will determine what the user will be able to do on the system.



Select one of the three roles:

- User capture the deposit on to the system
- Viewer view deposits on mySBV, but will be unable to make changes to the deposits
- Supervisor authorise changes to the deposits

Notification type

This refers to the method that the client will be notified of the status of their deposit



There are three notification methods:

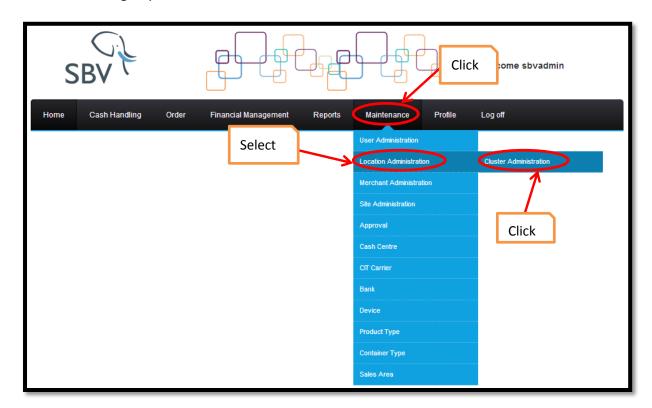
- SMS notification by cell phone short message service
- FAX notification by facsimile
- Email Notification by Electronic mail



Click on Save

Location Administration

This section is used to maintain the different cluster information. Location administration is accessed with the following steps:



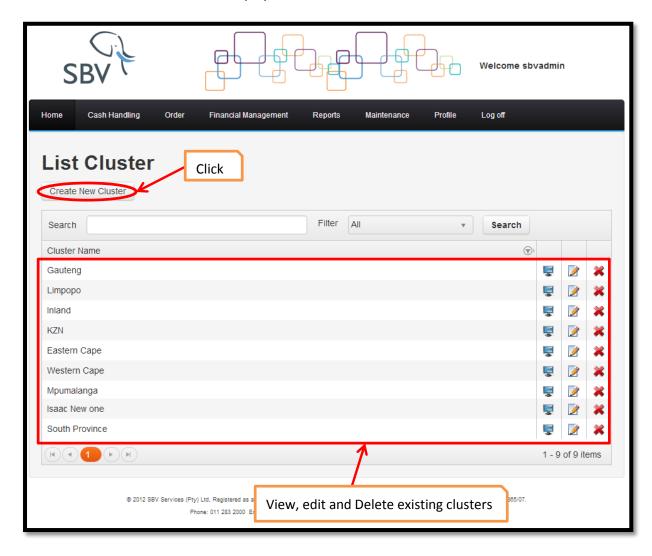
From the mySBV main Menu

Click on Maintenance

From the dropdown list

- **Select Location Administration**
- Click on Cluster Administration

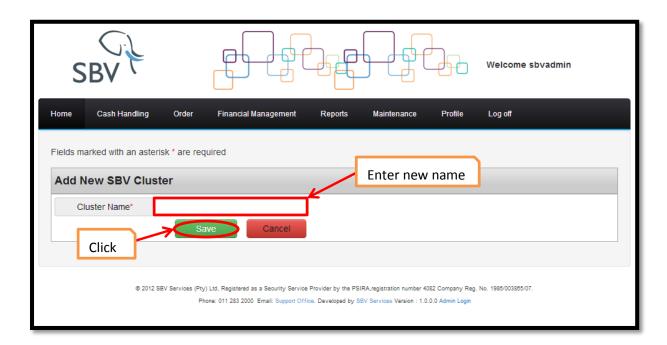
The List Cluster screen will now be displayed:



This screen will display all the available clusters

A cluster can be viewed, edited and deleted form this screen.

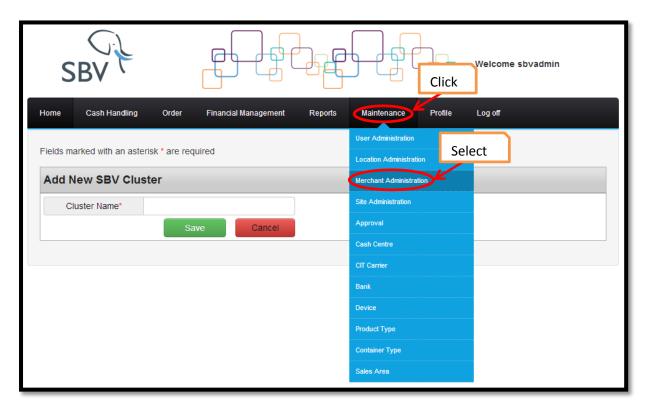
Click on Create New Cluster



- Enter a new cluster name
- Click on save

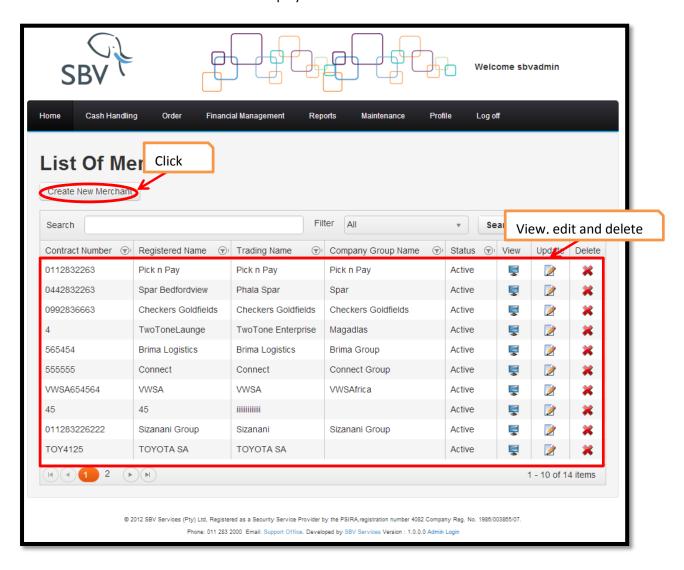
Merchant Administration

The Creation and maintenance is one of the most important functions with in mySBV. Client information must always be up to date to ensure that the clients can receive their funds as soon as possible. To access the Merchant administration screen follow these steps:



- Click on Maintenance for the main mySBV menu
- Select Merchant Administration form the dropdown menu

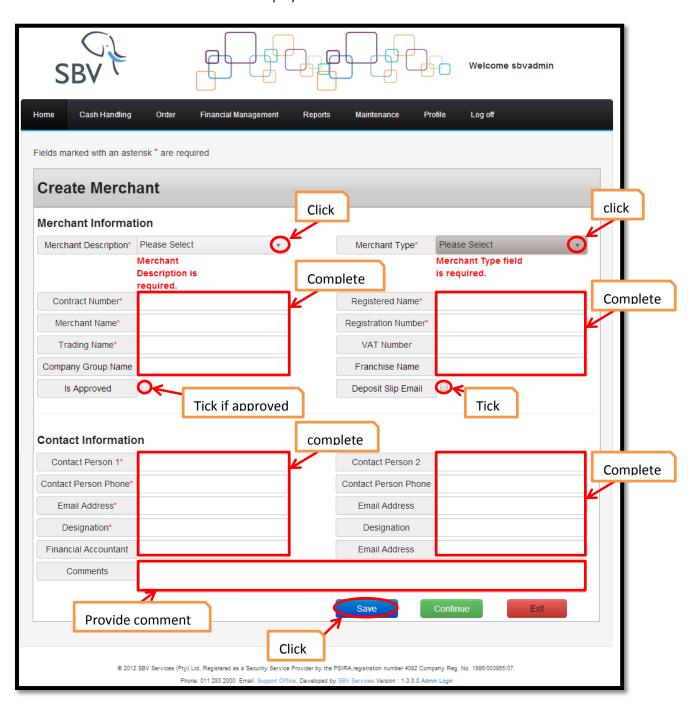
The list of Merchants screen will now be displayed:

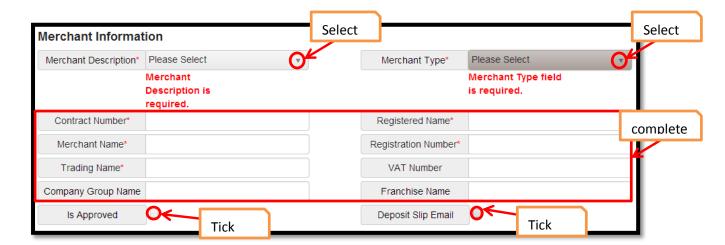


The merchant can be viewed, edited and deleted from this screen

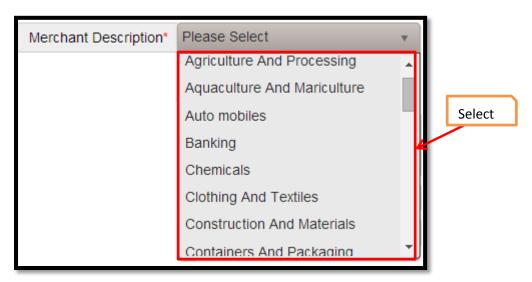
Click on create new merchant

The Create Merchant screen will now be displayed:

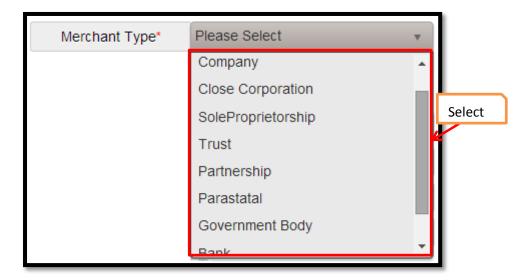




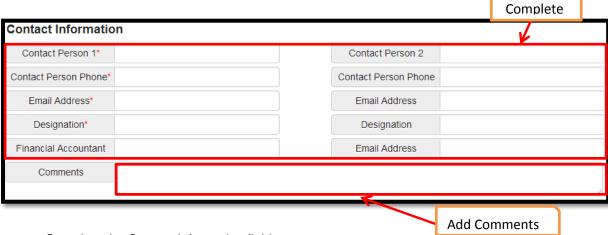
- Complete the Merchant information screen by providing the following information
 - **Contact Number**
 - Merchant Name
 - **Trading Name**
 - Company Group Name (if applicable)
 - Tick whether the Merchant is approved (If unpicked the merchant is unapproved)
 - Register name
 - Registration Number
 - VAT Number
 - Franchise Number (If applicable)
 - Tick whether the deposit slip needs to be emailed



Click on The Merchant Description dropdown and make a selection



Click on the Merchant Type dropdown to make a selection



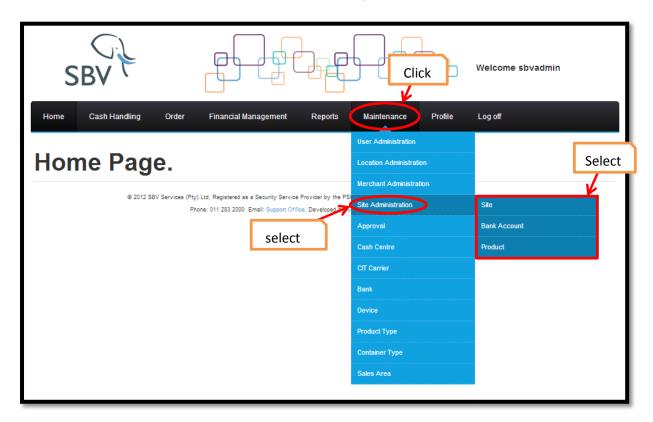
- Complete the Contact information field
- Add a comment to provide extra information



Click on save or continue to proceed with the process

Site Administration

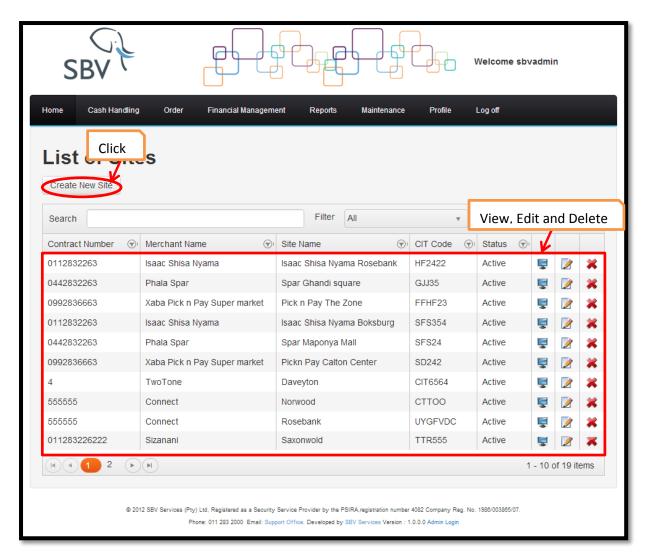
To access site administration the user can follow these steps:



- From the mySBV main menu select maintenance
- Select Sit Administration from the dropdown
- Select one of the three available selections:
 - Site
 - **Bank Account**
 - Product

Site

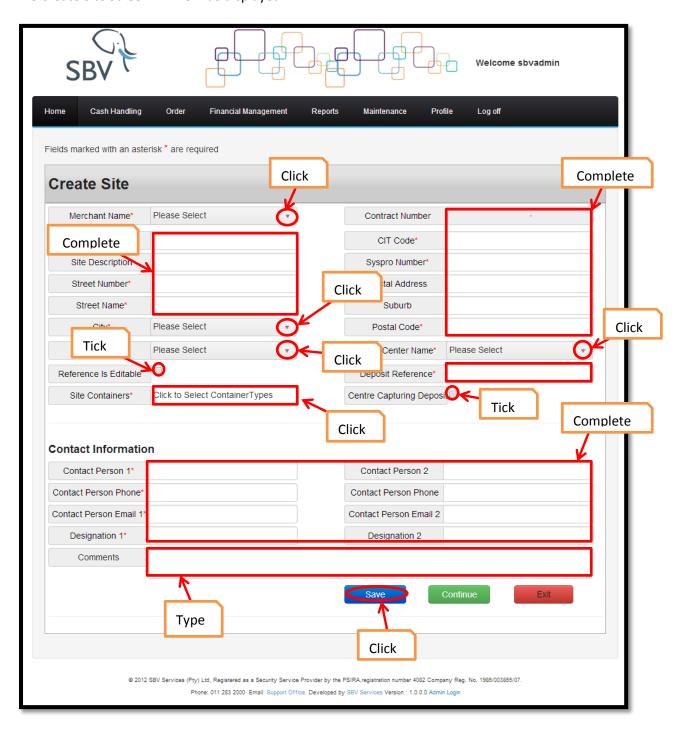
This section is used to edit or create a new site. Sites are applicable to all clients.



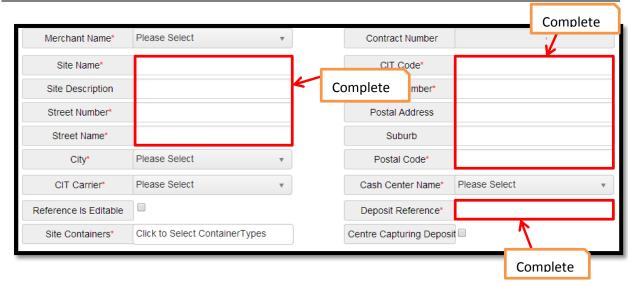
Click on Create new Site

The screen allows the administrator to view all existing account. The screen allows the administrator to edit as well as delete an existing account.

The Create Site Screen will now be displayed



All fields marked with a red asterisk are compulsory. Complete all the fields from the top of the screen



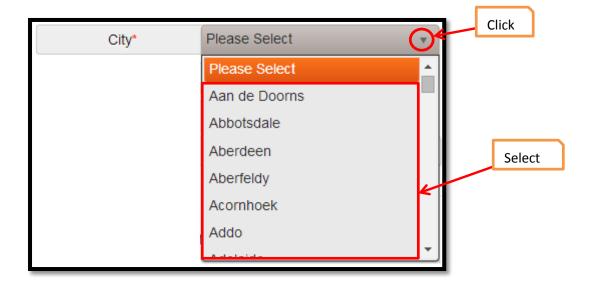
- Complete the following fields:
 - Site Name
 - Site Description
 - Street Number
 - Street Name
 - CIT Code
 - Syspro Number
 - Postal Address
 - Suburb
 - Postal Code
 - Deposit Reference

Some fields must be completed by selecting the appropriate selection form the dropdown

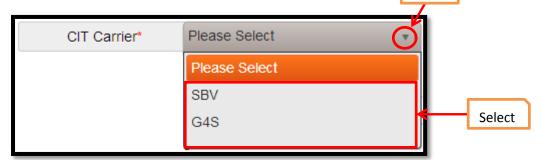


- Click on Merchant name dropdown
- Select Merchant in dropdown

Click

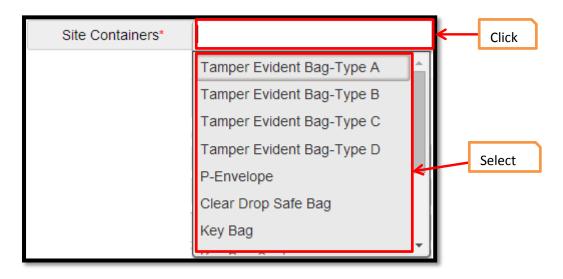


- Click on the City Dropdown menu
- Select the applicable City

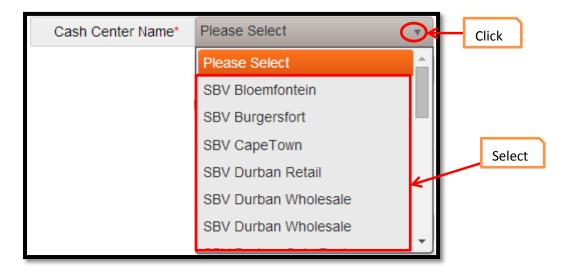


- Click on the CIT Carrier dropdown
- Select the CIT Carrier

Containers are selected by "clicking" in the open field and selecting all the applicable containers.



The Processing centre will need to be selected in this menu screen



- Click on the Cash Centre Name Dropdown
- Select the applicable Cash Centre

Complete the Contact Information screen



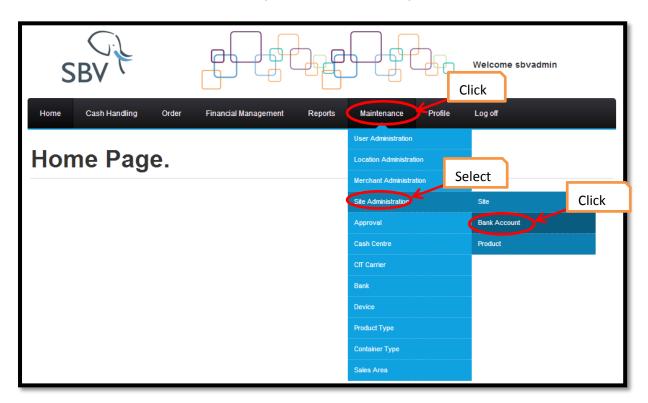
All fields with a red asterisk is compulsory field s and must be completed



Click on save to proceed.

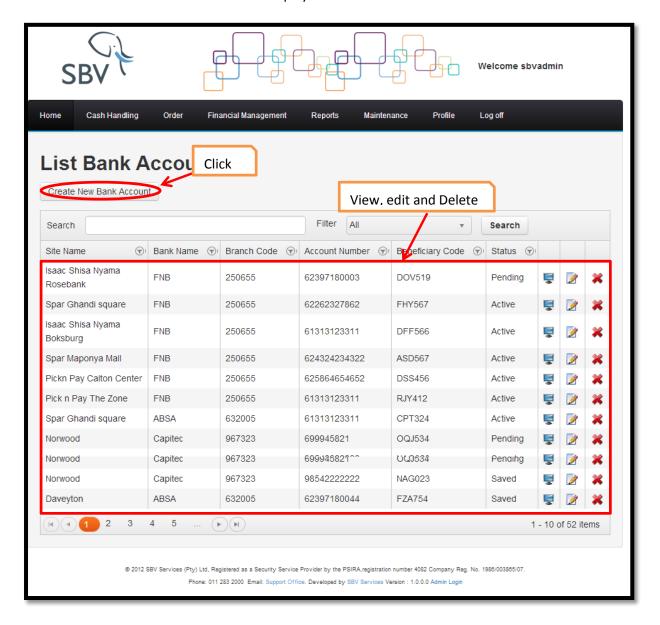
Bank Account

The Bank account section allows the administrators to setup new or multiple accounts for particular users. To Access the Bank account screen you can follow these steps:



- Click on Maintenance form the mySBV main screen
- Select site administration form the dropdown
- Click on Bank account

The List Bank account screen will now be displayed:



The screen allows the administrator to view, edit and delete all accounts within mySBV.

To start the creation of a new bank account

Click on Create New Bank account

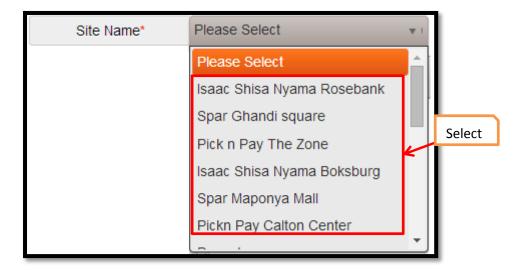
The New Bank Account screen will now be displayed:

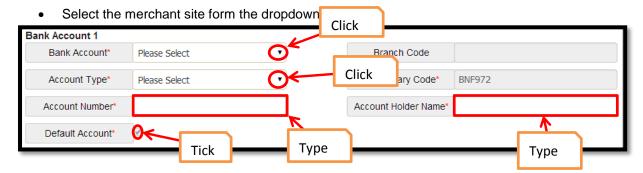


Fields marked with a red asterisk is compulsory fields and must be completed



Click on the Site name dropdown



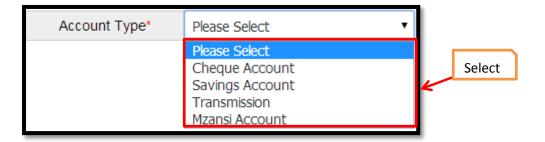


In the Bank account field complete the following fields:

- **Account Number**
- Account Holder Name



- Click on the Bank Account Dropdown
- Select the bank Name

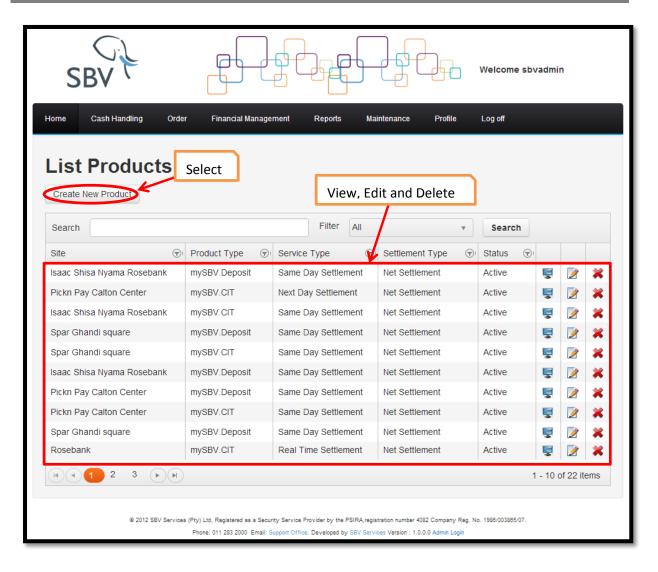


- Click on the Account Type Dropdown
- Select the Account type



Select the Add Account button to add an additional account

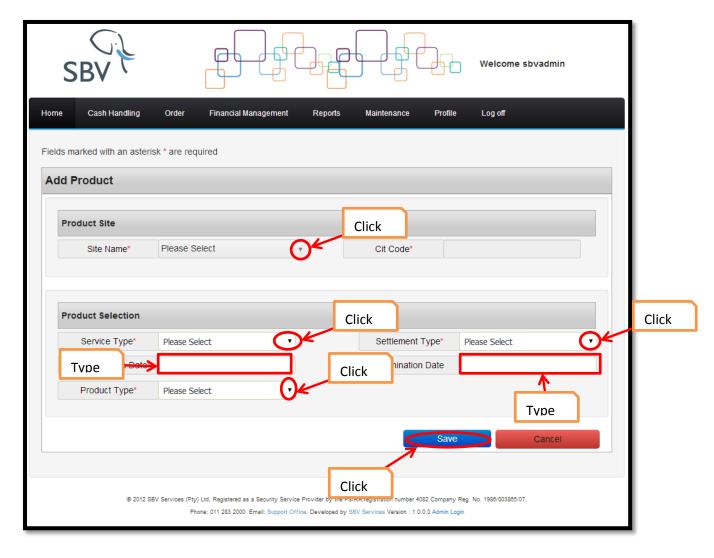
Product



You can View, edit or delete a record from this list

Click on the Create New Product button

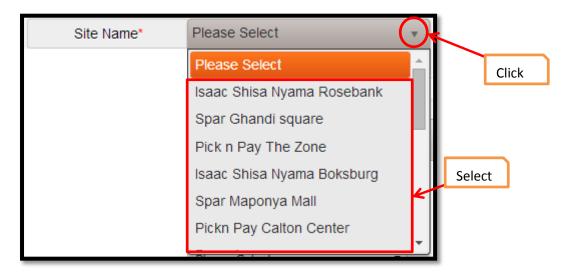
The add Product screen will now be displayed



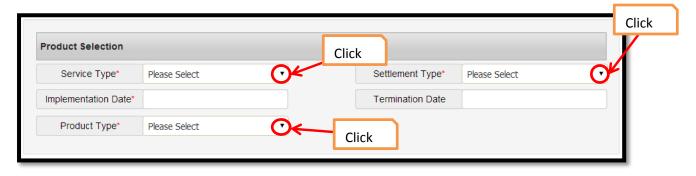
All the fields marked with a red asterisk

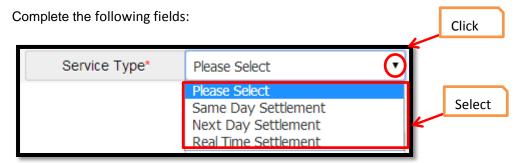


Select the Site Name dropdown

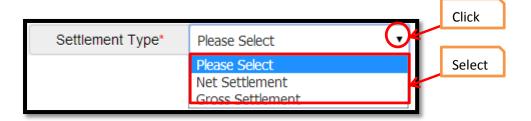


Select the applicable site name from the dropdown list

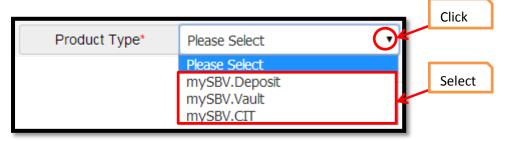




Select the Service type from the dropdown



- Select the Settlement type from the dropdown
- Enter the implementation date
- Enter the Termination date

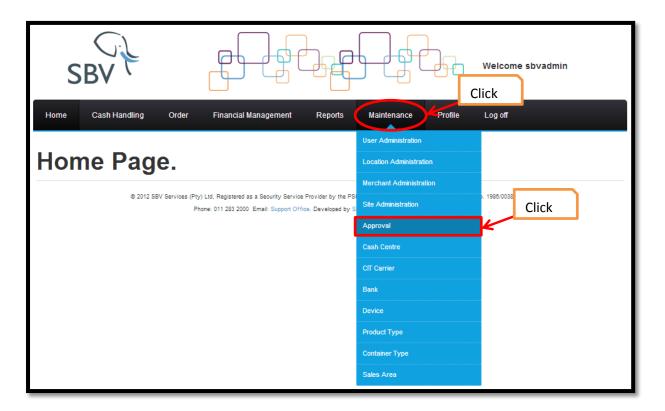


Select the product type from the dropdown



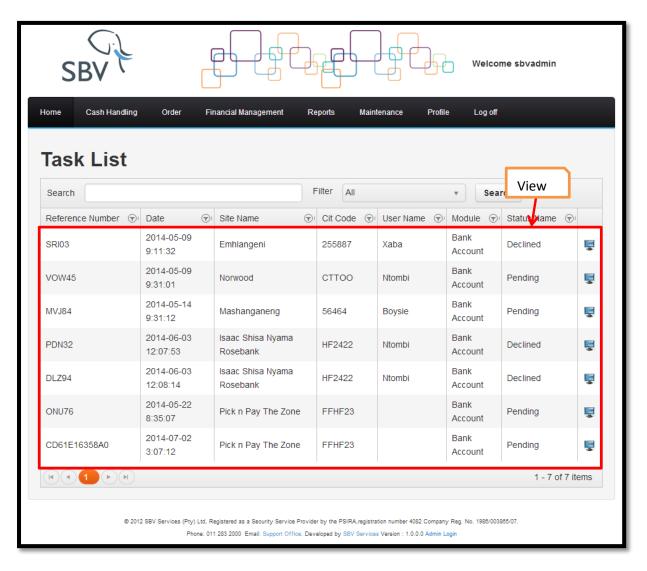
Click on Save

Approval



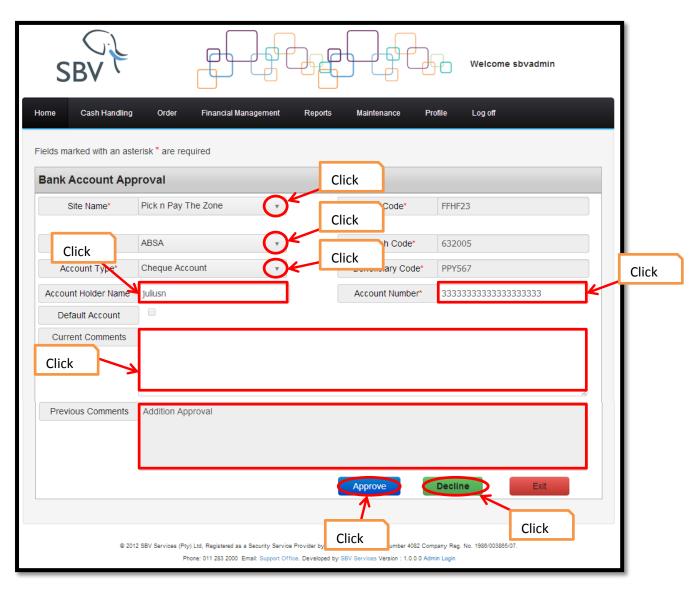
- Click on Maintenance
- Select Approval form the dropdown

The Task List will now be displayed



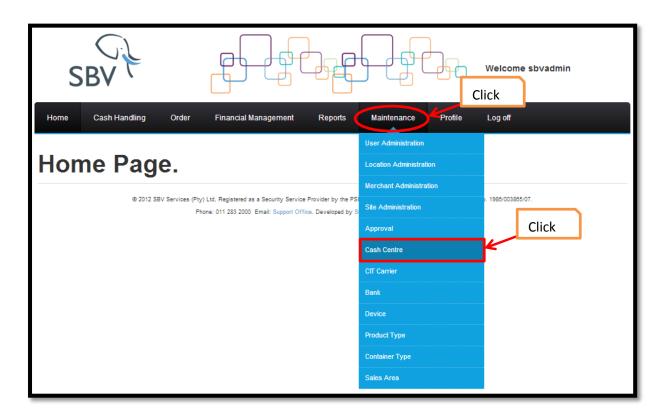
Click on the view Icon to view a task

The bank accoutn approval screen will be displayed



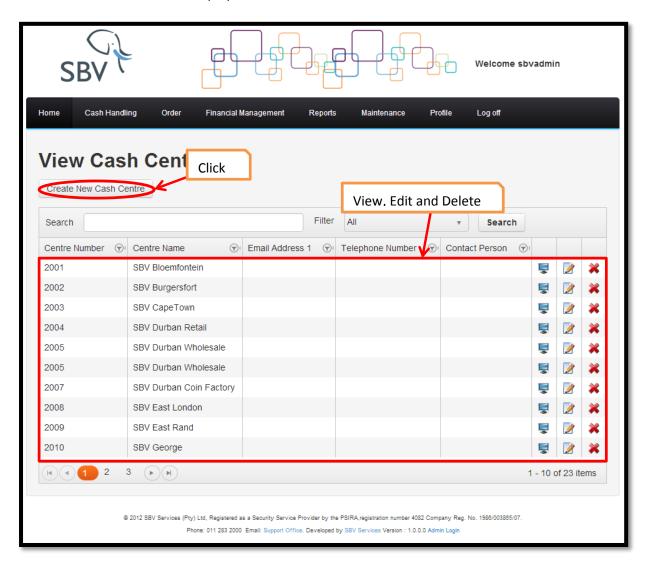
- Confirm that all the listed information is correct
- Add a comment
- Click on approve to proceed
- Click on Decline to return the selected account to the capturer

Cash Centre

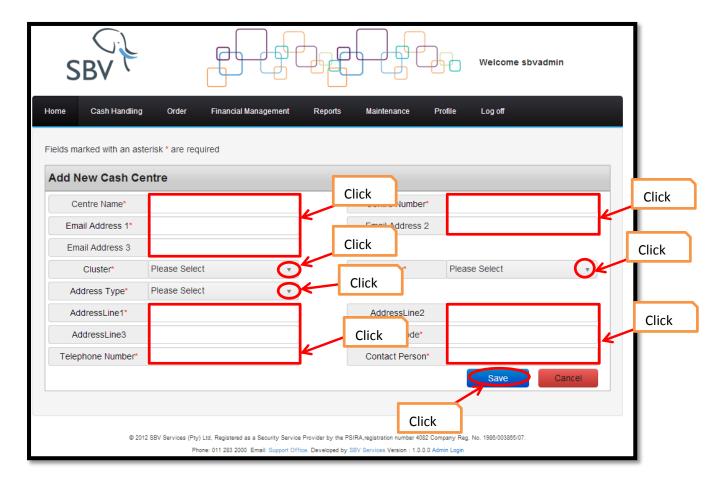


- Click on maintenance from the Main mySBV screen
- Select Cash Centre from the dropdown menu

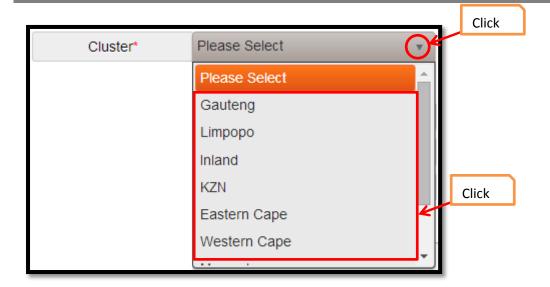
The View Cash Centre will be displayed



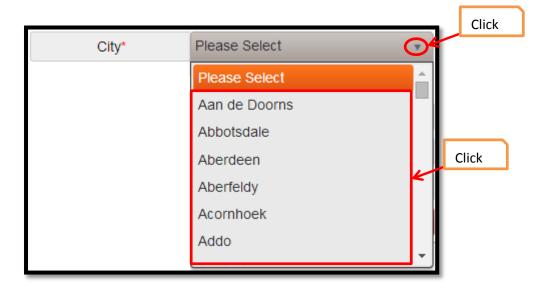
- The list of Cash Centres can be viewed, edited or deleted from this screen.
- Click on Create New Cash Centre



- Complete the following fields
 - Centre Name
 - **Email Address 1**
 - Address Line 1
 - Telephone Number
 - Centre Number
 - Postal Code
 - **Contact Person**



- Click on the cluster dropdown menu
- Select the appropriate cluster

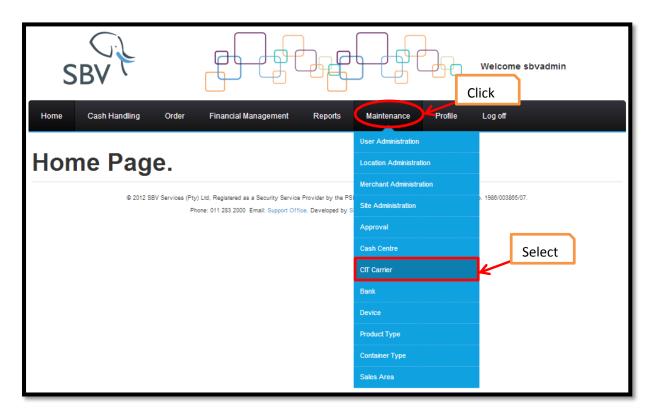


- Click on the City Dropdown menu
- Select the appropriate City



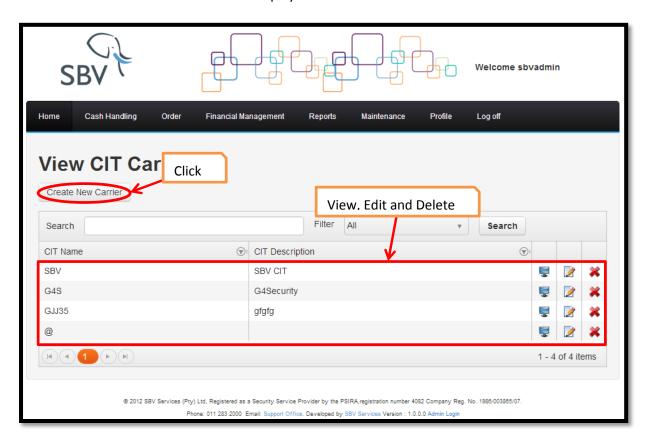
- Click on the Address Type Dropdown menu
- Select the Appropriate address type

CIT Carrier



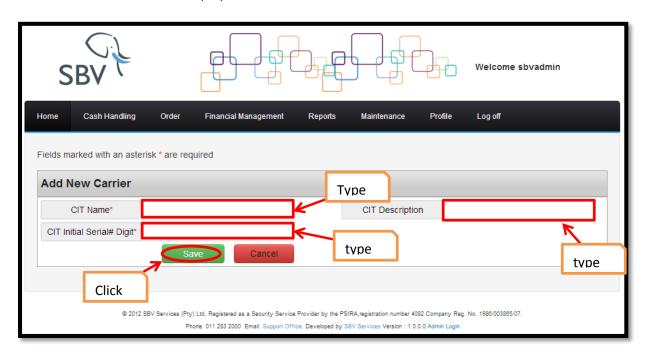
- Click on the Maintenance tab in the main mySBV menu
- Click on CIT Carrier from the dropdown menu

The View CIT Carrier screen will now be displayed



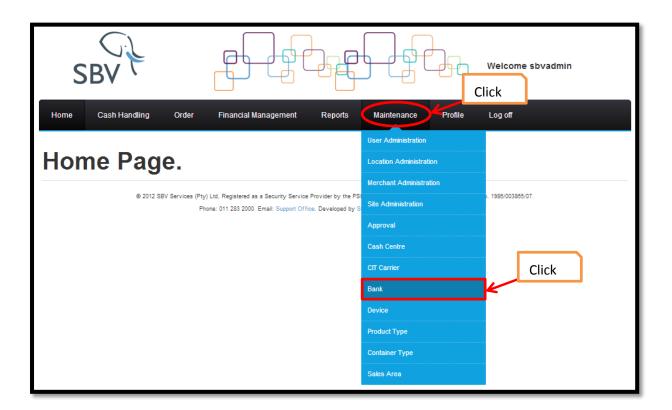
- The CIT Carriers can be viewed, edited or deleted from this screen.
- Click on create new Carrier

The Add New Carrier will be displayed



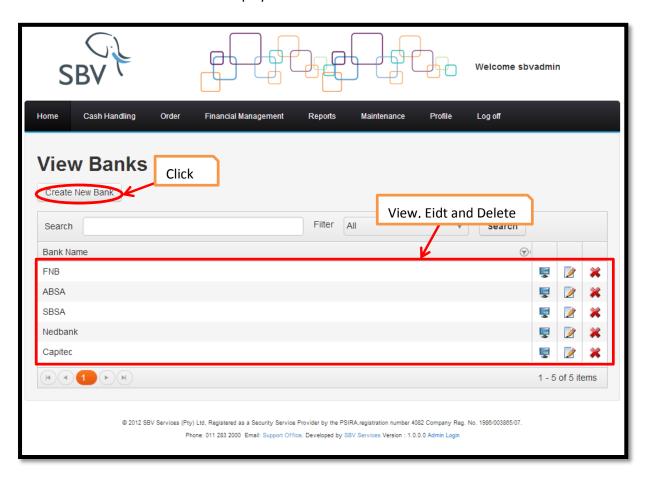
- Complete the following fields
 - CIT Name
 - CIT Initial Serial# Digit
 - CIT Description
- Click on Save

Bank



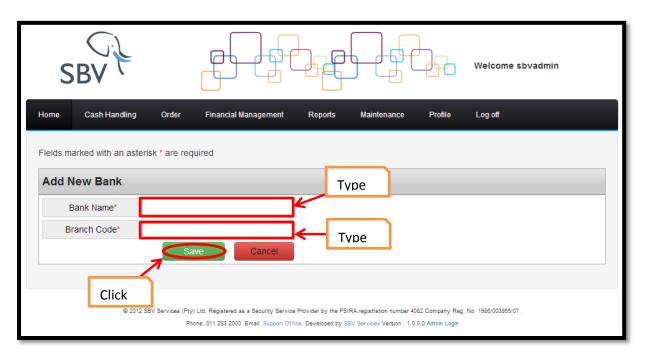
- Click on Maintenance form the main mySBV screen
- From the dropdown click on Bank

The View Banks screen will now be displayed



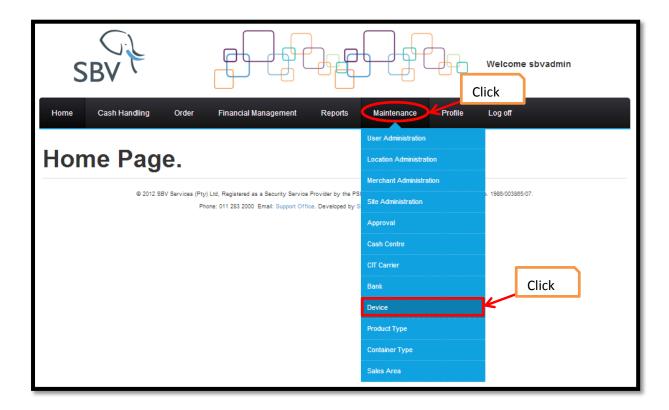
- The Bank can be viewed, edited or deleted from this screen.
- Click on Create New bank

The Add New Bank screen will be displayed



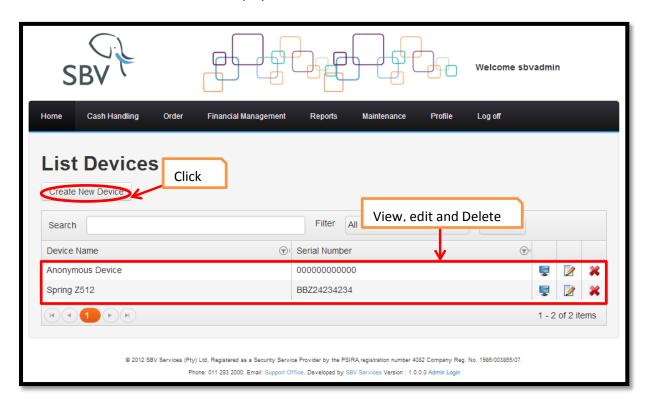
- Add the Bank Name
- Add the Branch Code
- Click on Save

Device



- Click on the maintenance tab from the main mySBV screen
- From the dropdown select Device

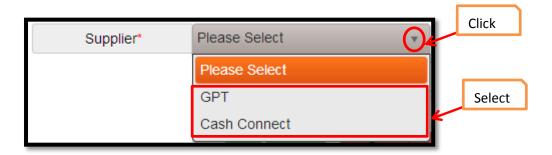
The list Devices Screen will now be displayed:



- The Devices can be viewed, edited or deleted from this screen.
- Click on Create New Device



- Complete the following fields:
 - Device Name
 - Serial number
 - Description
 - **Device Model**



- Click on the Supplier dropdown arrow
- Select the supplier from the dropdown menu



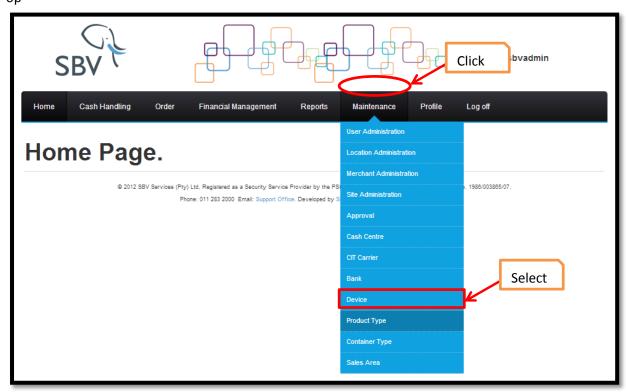
- Click on the Manufacturer dropdown arrow
- Select the Manufacturer from the dropdown menu



Click on save

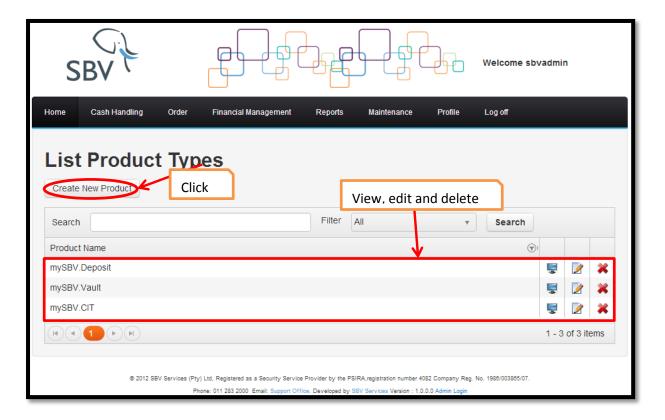
Product Type

op



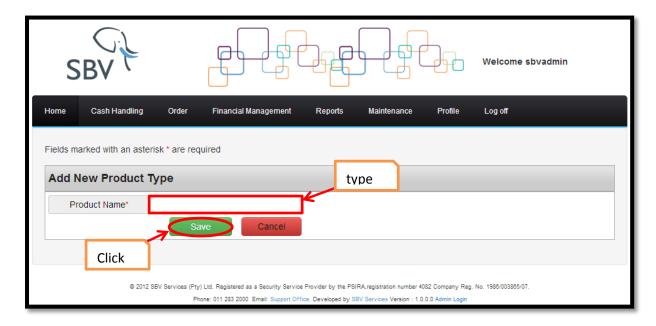
- Click on Maintenance from the main mySBV screen
- Select Product Type form the dropdown menu

The List product type screen will now be displayed:



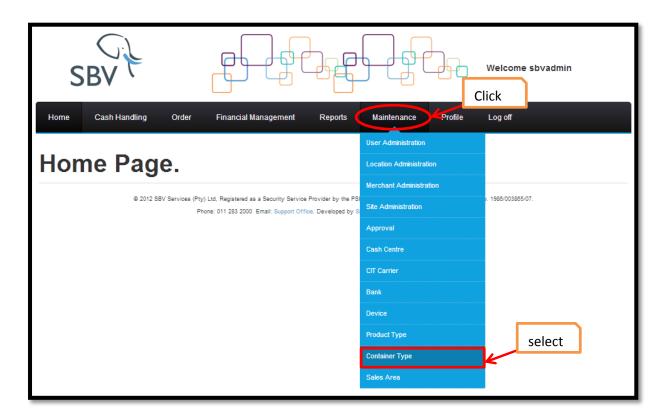
- The Product Types can be Viewed, edited and deleted form this screen
- Click on Create New Product

The Add New Product Type screen will now be displayed:



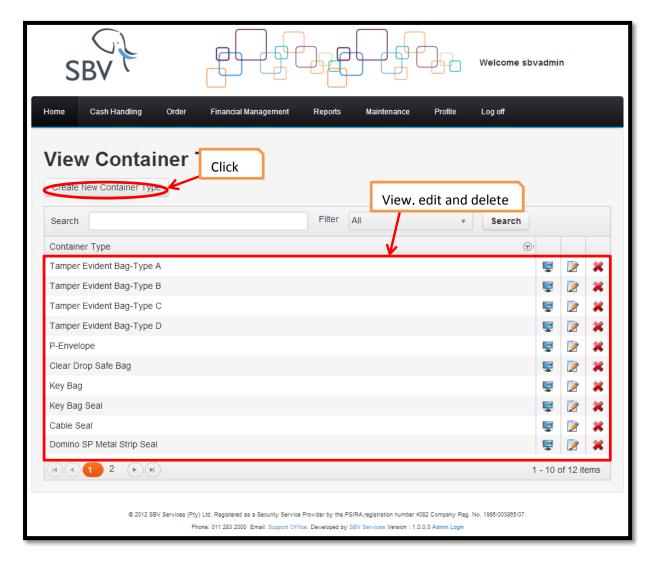
- Complete the product name field
- Click on Save

Container Type

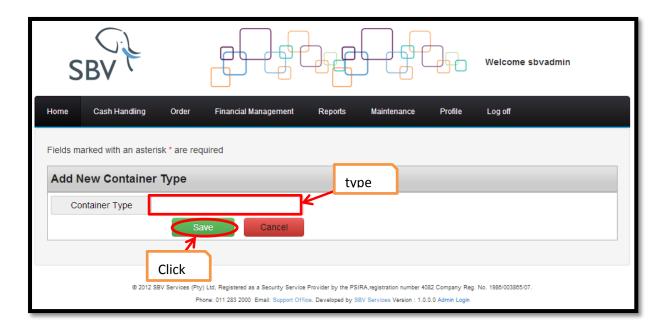


- Click on the maintenance from the main mySBV screen
- Click on container Type for the dropdown menu

The View Container type screen will now be displayed:

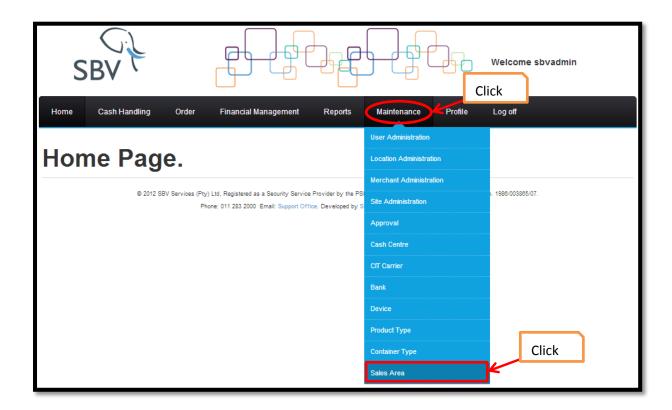


- The Container Type can be Viewed, edited and deleted form this screen
- Click on create new Container type



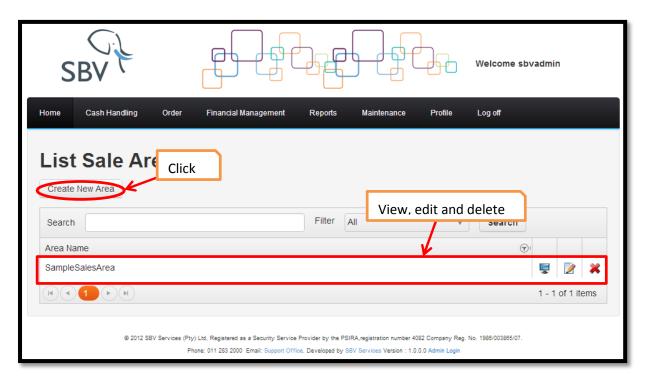
- Complete the container type
- Click on save

Sales Area

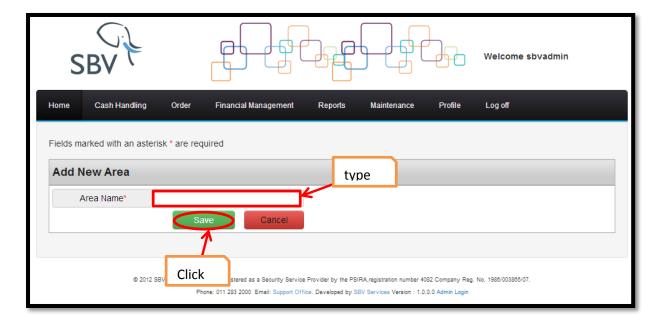


- Click on the maintenance tab from the main mySBV screen
- Click on Sales area form the dropdown menu

The List sales Area will be displayed



- The Area Name can be Viewed, edited and deleted form this screen
- Click on Create New Area



- Complete the Area Name Field
- Click on Save