



1. NURTURING LIVES

USER MANUAL

VERSION <1.0>





2. VERSION HISTORY

Version Number	Implemented By	Revision Date	Approved By	Approval Date	Description of Change
1.0	Project Developers	19-07-2021	Tiger Brands ESD	19-07-2021	Finalized Launch Manual



Notes to the Users

[This document is a Training Manual document for the Nurturing Lives portal project. The manual includes instructions on how to operate, navigation for all users]



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1.0 INTRODUCTION

Application introduction

1 POINTS OF CONTACT

For support, the users can contact the personnel below

ROLE	Name	Email Address
Program Lead	Beryl Scheepers	Beryl.scheepers@tigerbrands.com
Technical Support	Maureen Manne	info@thebidhub.co.za

2 SECURITY AND REGISTRATION PHASES

The system has 3 phases, and each phase needs to be completed before going into the next phase. The 3 phases are:

- 1) User Account Creation Step
- 2) **Phase 1** – Choose the category and capture the personal/company details
- 3) **Phase 2** – Technical details of the application for the 4 categories
- 4) **Phase 3** – Supporting Documentation upload

Access to the system is controlled/handled by the username and password. Each user will be approved by the Tiger Brands Back Office (TBBO). The adjudication and promotion to the next phase will be handled by the TBBO, communication and notifications will be posted via the email address the user registered with.

The URL for the system is: nurturinglives.co.za

Password is validated for complexity rules:

Strong Password Rules

- When possible, use at least 12 characters. Never use less than 8.
- Use a variety of characters including letters, numbers, punctuation, and upper and lower case. The greater the variety, the stronger your password will be.
- Avoid using real words from any language.
- Avoid using real words spelled backwards, abbreviations or common misspellings.
- Avoid using repeated characters or rows of adjacent keyboard characters.
- Never use personal information such as your birthday, driver's license number, family member or pet's name.
- Never use your username as your password.
- Test your password with an online password checker to determine its strength.

REGISTRATION



2.1 SECURITY AND REGISTRATION PHASES

Each user needs to create an account before they can start the phase 1 process.

Please note the below:

- 1) An Account user can register more than one entity
- 2) All the account notifications will be sent to the Account user

To register as the Account User, the user needs to

1. Personal Details
 - a. First Name
 - b. Last Name
 - c. Email Address (The Confirmation Email will be sent to this address)
 - d. Telephone or Cell Number
 - e. Password (This will be used for login)

Enterprise and Supplier Development Application Platform

Step 1 Step 2

First name Last name

Email

Telephone

Password Confirm Password

Continue

Figure 1 – Account User Registration

2.2 ACCOUNT CONFIRMATION

- 1) After Step 1 is completed, the user will receive an email confirmation with a link/button they need to press to confirm the account. The Account will not be activated until this has been actioned.



- 2) After completing Step 1, the Account User will see the below screen in Figure 2, from this point the Account User will need to check the email which will be like in figure 3 to confirm the registration and Activate Access.

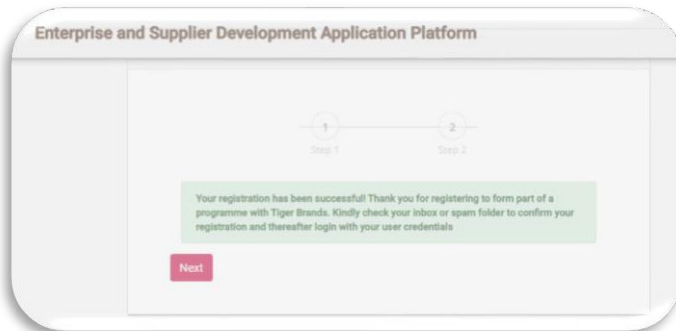


Figure 2 – System Notification Screen
The confirmation button is highlighted below

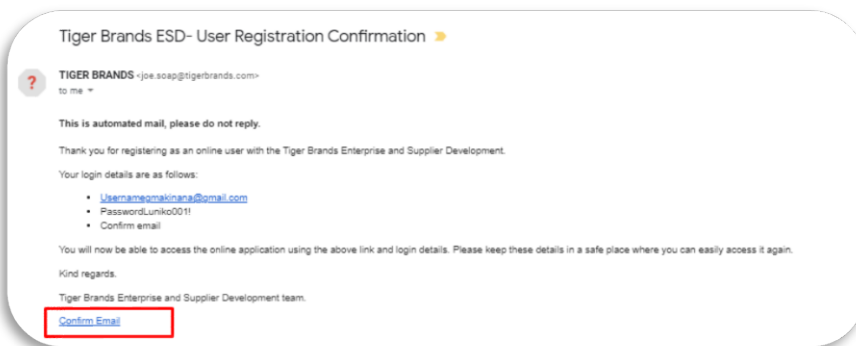


Figure 3 – Email confirmation

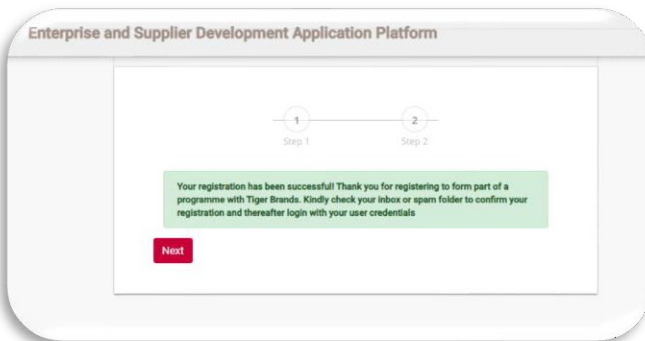


Figure 4 – Account Activation notification

2.3 ACCOUNT LOGIN

To Login the Account User will need to use the Username and Password they created from section 1.2, and make sure that they have confirmed and activated the account as in Figure 3 and Figure 4.



The screenshot shows the login interface for the 'Enterprise and Supplier Development Application Platform'. It includes a login form with fields for 'Email' (pre-filled with 'joe.soap@tigerbrands.com') and 'Password', a 'Forgot Password?' link, and a red 'Login' button. To the right is an illustration of three people in a meeting. Below the login form, a text block states: 'The Enterprise and Supplier Development seeks to transform Tiger Brands Value Chain through the following programmes which you can apply for:'. Two program cards are displayed: 'Market Access Initiative' with a bar chart icon and 'Traditional Authority Support Programme' with a landscape icon. Each card contains bullet points detailing eligibility and application instructions.

2.4 PHASE 1 REGISTRATION

Phase 1 requires the Account User to select the category of the entity they are registering. The below categories are:

- Commercial Farmer
 - Traditional Authority:
- Agricultural Aggregator:
Commercial Distributor

The screenshot shows the 'Entity Category' selection screen within the 'Enterprise and Supplier Development Application Platform'. It features a heading 'What best describes you?' followed by four radio button options: 'Commercial Farmer', 'Agricultural Aggregator', 'Traditional Authority', and 'Commercial Distributor'. A red 'Next' button is positioned below the options.

Figure 5: Entity Category

2.5 PHASE 1 PERSONAL DETAILS OF THE ENTITY – SECTION 1

This section the applicant will be required to fill in the personal details of the applicant. Please note:

- 1) These details and the contact information may be different from the information already captured as the Account User.



- 2) This section will auto-save the information captured allowing the user to come back and continue the section without losing the data previously captured.

Enterprise and Supplier Development Application Platform

1 2 3
APPLICANT DETAILS FARM DETAILS ADJUDICATION DETAILS

Title Name Surname

Are you a South African citizen?

Date of Birth (DOB)

Gender * ☐ Female ☐ Male Race

Province Town/City

Physical address Postal Code

E-mail address

Cellphone number Alternative cellphone number

Continue

Figure 6: Personal Details

After capturing the Farm, details. The application will be due for the adjudication by the back office. The user will also receive an email confirmation of the adjudication outcome.

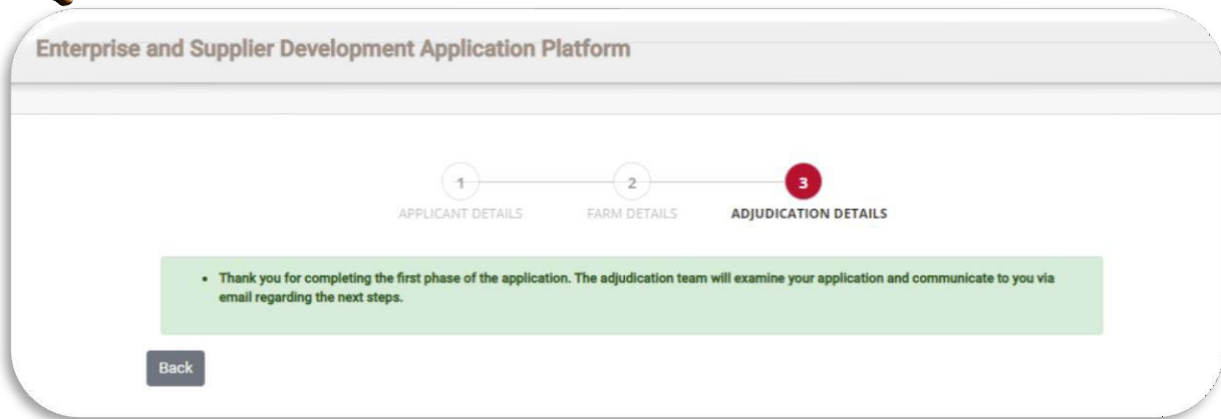


Figure 7: Confirmation of the adjudication process

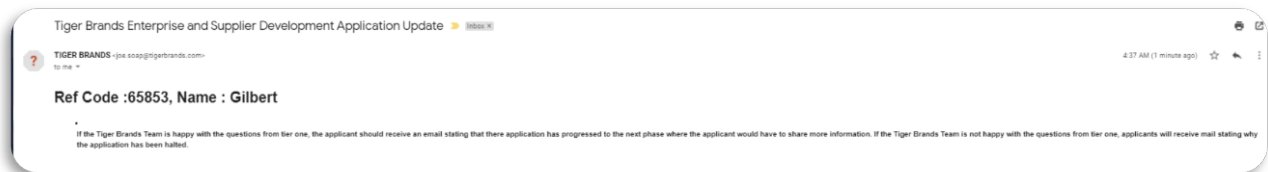


Figure 8: Email Confirmation

At this point the user will need to logoff the system and log back in to be able to be taken to the next phase.

To Access the logoff button, its located on the top right corner of the application, please see Figure 8, you will need to hover your mouse on top of your name, then you will see the logoff menu item as in figure 9

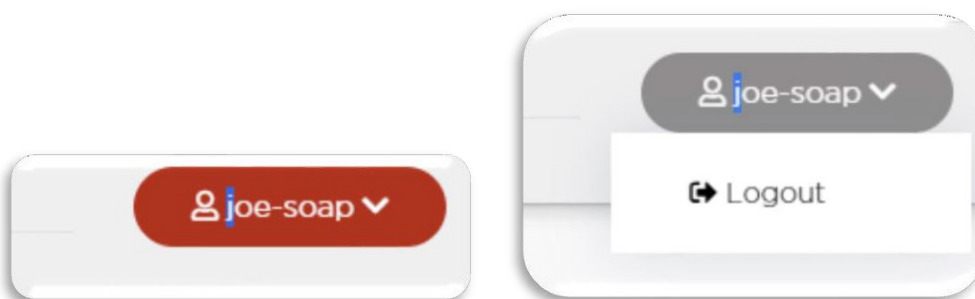


Figure 9: Logoff

Figure 8: Username

2.6 PHASE 2 REGISTRATION

Once the phase one of the application has been approved, the user will be required to log back onto the system.



Upon a successful login, user will land on this page indicating that phase one has been, completed. The user will be required to press the highlighted button in Figure 10, this will allow the user to continue the registration process of phase 2.

Province	Farm type	Phase	Status	Action
Western Cape	Commercial Farmer	phase1	pending	Details >

Figure 10: Application Landing page

Phase 2 has got 7 sections that will need to be completed, please note

- The user will need to fill in all the necessary details as accurate as they possibly can, the form in Figure 11
- The Registration form is dynamic, based on each answer given it might require further information
- The User can go back on the previous section and correct the captured information
- Do not proceed to the next section if you have not completed a particular section
- You can stop the registration process and continue later, the application will save your information
- After all the information has been captured, it will be reviewed by the TBBO for approval into phase 3.
- You will not be able to continue to phase 3 before you are approved by the TBBO

(1) Step 1: User will be required to capture the Land Details



Phase 2

INFRASTRUCTURE LAND DETAILS CROP COMMERCIAL EXPERTISE COMPLIANCE FINANCES ADJUDICATION DETAILS

Land Details

Do you have access to farming land? *

☐ Yes ☐ No

What kind of land do you possess?

☐ Government owned land ☐ Communal Property Association land ☐ Tribal Authority land

What is the size of the land? *

Please select

How much land is cleared? *

Please select

Are you currently planting on the cleared land? *

☐ Yes ☐ No

If the land is not currently planted, how long ago was it planted? *

How much land is arable? *

Please select

Are there farming activities happening on the land? *

☐ Yes ☐ No

Water Details

Does your land have access to water? *

☐ Yes ☐ No

Do you have water rights? *

☐ Yes ☐ No

Do you use functional irrigation system? *

☐ Yes ☐ No

Figure 11: Infrastructure and Land Details

(2) Step 2: User is required to give the Crop details as per Figure 12

Phase 2

INFRASTRUCTURE LAND DETAILS CROP COMMERCIAL EXPERTISE COMPLIANCE FINANCES ADJUDICATION DETAILS

Crop Produce Information

What are your current produce lines? *

☐ Horticulture ☐ Grains

How many hectares are you planting? *

Please select

Are you producing at full capacity? *

☐ Yes ☐ No

Is there produce farming happening around your farm location? *

☐ Yes ☐ No

Back

Figure 12: Crop Details



(3) Step 3: User is required to give the commercial details as per Figure 13

Phase 2

INFRASTRUCTURE LAND DETAILS | CROP | **COMMERCIAL** | EXPERTISE | COMPLIANCE | FINANCES | ADJUDICATION DETAILS

Current clients

Do you have current clients? *

☐ Yes ☐ No

What is the length of the market relationship? *

Please select

Indicate markets that you are directly supplying *

Are you doing any crop or produce processing? *

☐ Yes ☐ No

Does this market form part of the? *

☐ Local ☐ Global

Are you currently receiving any support from strategic partners? *

☐ Yes ☐ No

Revenue

Do you have access to your annual revenue? *

☐ Yes ☐ No

Does the business make use of financial services, such as a financial system or accountant? *

☐ Yes ☐ No

Do you currently have business loans? *

Back Continue

Figure 13: Commercial Details

(4) Capture the farmer expertise

Phase 2

INFRASTRUCTURE LAND DETAILS | CROP | COMMERCIAL | **EXPERTISE** | COMPLIANCE | FINANCES | ADJUDICATION DETAILS

EXPERTISE

Do you have a management structure in place? *

☐ Yes ☐ No

Do you have corporate space experience? *

☐ Yes ☐ No

Do you have prior agricultural training? *

☐ Yes ☐ No

Do you have management skills, qualification and expertise in agriculture? *

☐ Yes ☐ No

Back

Figure 14: Expertise



(5) Compliance section

Phase 2

INFRASTRUCTURE LAND DETAILS CROP COMMERCIAL EXPERTISE COMPLIANCE FINANCES ADJUDICATION DETAILS

Farming business ownership structure

What is your business ownership structure? *

☐ Private Company ☐ Co-operative ☐ Individual

Indicate if your business has any local or global certification in place relating to agriculture

Please select

Back

Figure 15: Compliance

(6) Capture the Financial information

Phase 2

INFRASTRUCTURE LAND DETAILS CROP COMMERCIAL EXPERTISE COMPLIANCE FINANCES ADJUDICATION DETAILS

Finances

Do you make use of an accountant? *

☐ Yes ☐ No

Do you have financial supporting documents for the last period?

☐ 1-2years ☐ 3-5years

Is your business currently in major debt or facing liquidation?

☐ Yes ☐ No

Funders

Business currently being supported by a government and/or private sector programme on agriculture development? *

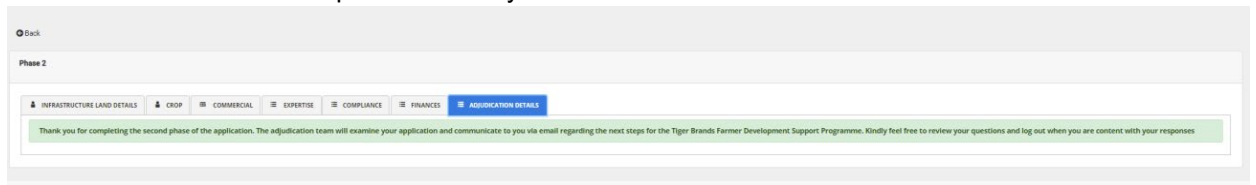
☐ Yes ☐ No

Back

Figure 15: Finances



- (7) The adjudication section, user will be required to go back the previous tabs and make sure that the information has been captured correctly.



2.7 PHASE 2 SUPPORTING DOCUMENTATION

At this point the user will need to logoff the system and log back in to be able to be taken to the next phase.

To Access the logoff button, its located on the top right corner of the application, please see Figure 8, you will need to hover your mouse on top of your name, then you will see the logoff menu item as in figure 9.



Figure 9: Logoff

Figure 8: Username

Once the phase one of the application has been approved, the user will be required to log back onto the system.

Upon a successful login, user will land on this page indicating that phase one has been, completed. The user will be required to press the highlighted button in Figure 10, this will allow the user to continue the registration process of phase 3.

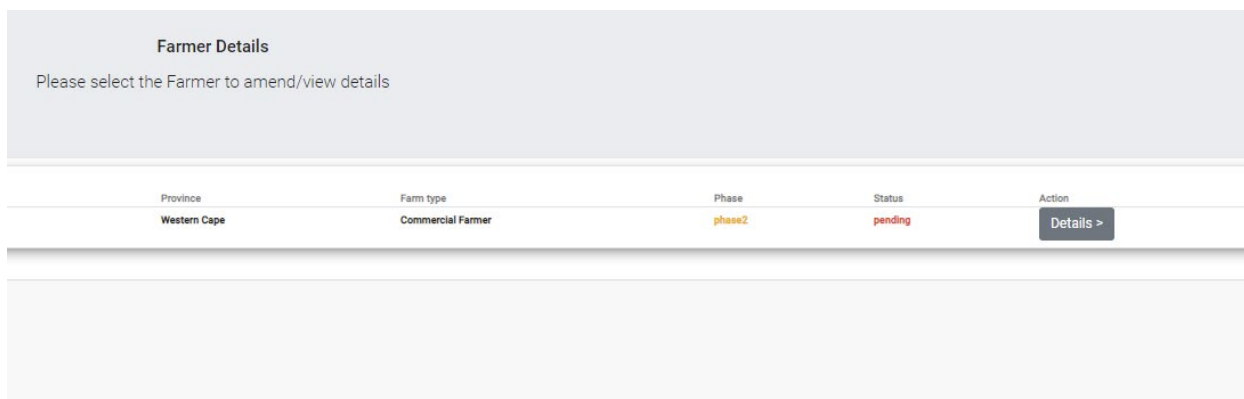


Figure 16



Click on Details – Figure 16, button to continue the application.

User will need to upload the supporting documents, instruction on how to upload documents is detailed below from Figure 17

Enterprise and Supplier Development Application Platform

Company information

1. Company registration documents [Select File](#)

2. BEE Certificate and affidavit [Select File](#)

Land Information

3. Title deed/ lease documents [Select File](#)

4. Soil samples [Select File](#)

5. Water rights document [Select File](#)

Business documents

6. Company summary [Select File](#)

7. Market analysis summary [Select File](#)

8. Management summary [Select File](#)

9. Investment requirement [Select File](#)

Experience

10. Certificates that may have been received from institutions [Select File](#)

11. Document which reflect the agricultural and management experience [Select File](#)

(Note: Please upload all the files)

[Submit](#)

Figure 17

Click on [Select File](#)

Go to your file path and select the file

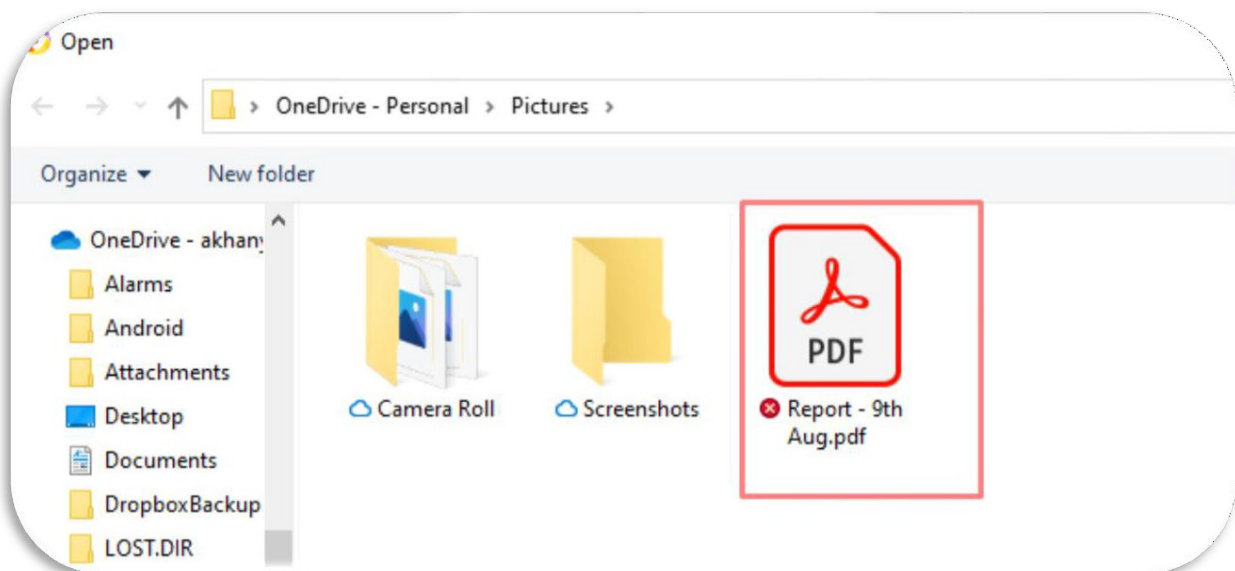




Figure 18

Click on Upload, and your file will be uploaded to the server. Repeat this process to all the other files you will be uploading.

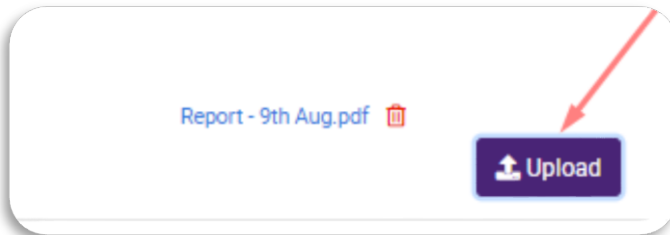


Figure 19

Once done with uploading then Submit.

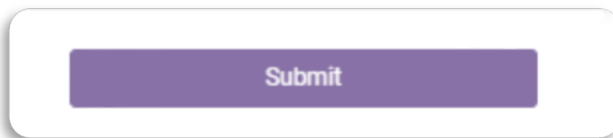


Figure 20