Franchise Handbook

Documents Required:

1. **Payfast Memorandum of Agreement** (MOA), to be completed in full, with initials on each page

2. **KYC documents:**
    - Copy of CK 1 or Company Registration Document
    - Copy of Utility Bill showing company name and address
    - Copy of Director/Member ID's/ Passports
    - Copy of either Cancelled Cheque or bank statement not older than three months addressed to the director or company of verify bank account listed on contract

Once the above documents are in order and ready to be sent, kindly send the documents to Payfast's admin team, at rmadmin@network.global.

Change of Ownerships

- New owner to go through the process stipulated above
- Previous owner is required to send a cancellation letter to Payfast support team at enterprise@network.global including there PayGate ID (we will not close accounts without a letter from the owner requesting cancellation).
- The new owner will receive a new PayGate ID, Encryption Key and MAP login details.
- When there is change of ownerships, the franchisors are responsible for advising the Payfast team of the store(s) that are changing hands, the effective date and ensuring that there is enough time for the documents to be provided, within a 3-day turnaround time for Payfast to create the new owner's account.

Onboarding

The Payfast Onboarding team will send a Welcome E-mail to the recipient(s) stipulated on the MOA; the e-mail will include the following:

- PayGate ID (credentials to be used to configure in the merchant's backend to start accepting payments online)
- Username, Password and Company Name for the superuser (stipulated on the MOA) for the Merchant Access Portal (MAP), (Back-office portal for merchants to view transactions, reports, etc). If required for a user to have superuser access that is not in the MOA, that can be arranged.
- Attached will be a quick user guide for MAP
- Should a Technical contact be entered onto the MOA, we can create a “limited access rights” user who would be able to generate an encryption key
- The above user would also be able to view reports. (for Yoyo)

Timelines:
Administration (Submitting MOA and Supporting Documentation):
Within 24 hours if all documentation is in order. Longer turnaround times to be expected if MOA is incomplete or documents are not provided.

Onboarding: (Credentials)
Within 24 hours if all documentation is in order. Longer turnaround times to be expected if documents are not provided.

Payout Frequency

This model works on a 48 (business) hours risk period. Once your credentials have been configured and you have started accepting payments online, you will start receiving payouts from Payfast on a 48-hour risk period frequency.

The payout frequency will work as follows:

Transaction Date:	Payout Date:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Monday
Friday	Monday/Tuesday (depending on Settlement time on Friday
Saturday	Tuesday
Sunday	Wednesday

Office-hours Support

All support-related queries and incidents are to be logged via the Enterprise Support Desk. Kindly see the details below:

Office Hours Support	Contact Details
Monday to Friday 08H00 – 17H00	enterprise@network.global 021 300 4455

Escalation Details

Escalations may be managed through email by requesting that enterprise@network.global escalate the incident. **The merchant may where required escalate directly to the recipients below:**

Escalation 1	Garret Marney – Relation Manager	084 3087 530
Escalation 2	Lenisha Martin – Admin Manager	065 7466 470
Escalation 3	Stanley Jamba – Sr Systems Officer	021 300 4455

Scheduled Maintenance and Outages

Planned maintenance is communicated two days in advance and notifications are sent out via our status page which can be subscribed to using the following links: https://status.paygate.co.za/ Merchants are encouraged to subscribe to our status page, as the page will provide you with any updates or downtime on our systems along with past incidents that occurred.