



SUPERCARD WEB MOBILE REGISTRATION APP

TABLE OF CONTENTS

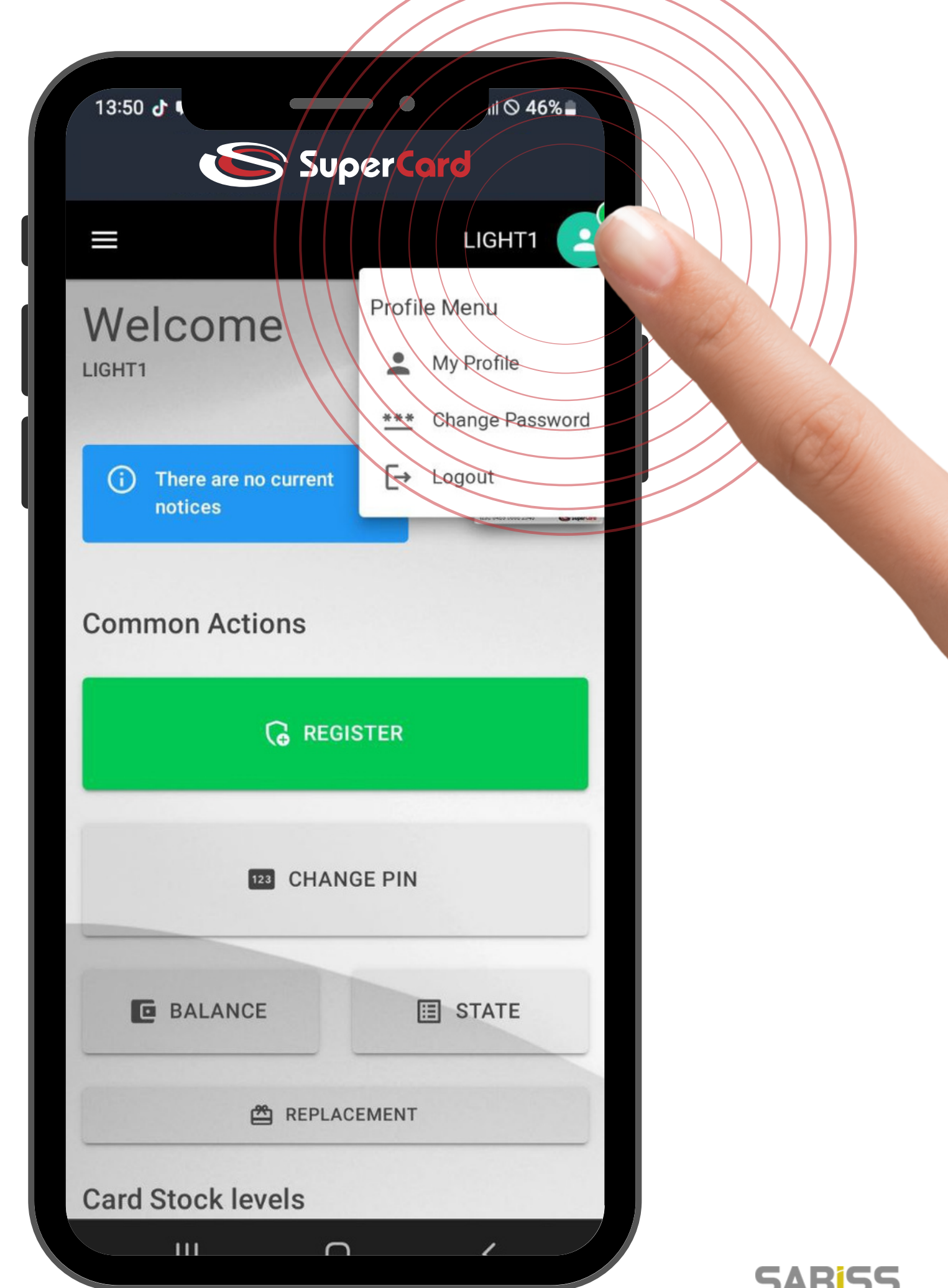
- Your Profile
- Download the SuperCard Web Mobile APP via Google Playstore.
- Save APP to your devices home screen for ease of use.
- Username, Password and Login Credentials
- Dashboard
- Register
- Change Pin
- Balance
- Mini Statement
- Replacement

YOUR PROFILE

Located on the top right of your screen (Green), please select this circular icon. The heading for Profile Menu will appear. You should be able to see three options:

1. My profile
2. Change Password
3. Logout

Please select the field of your choice and complete.



DOWNLOAD THE SUPERCARD WEB MOBILE APP VIA GOOGLE PLAYSTORE

The SuperCard Registration App is accessible through Google Playstore. Please enter **com.supercard.app** for accurate search results to appear.

Once downloaded the App will make automatic updates. It is recommended that you use the App regularly and when you are prompted to update, please do so to make sure that you are using the latest version of the SuperCard App.

Upgrades will occur frequently and will make your user experience much better.

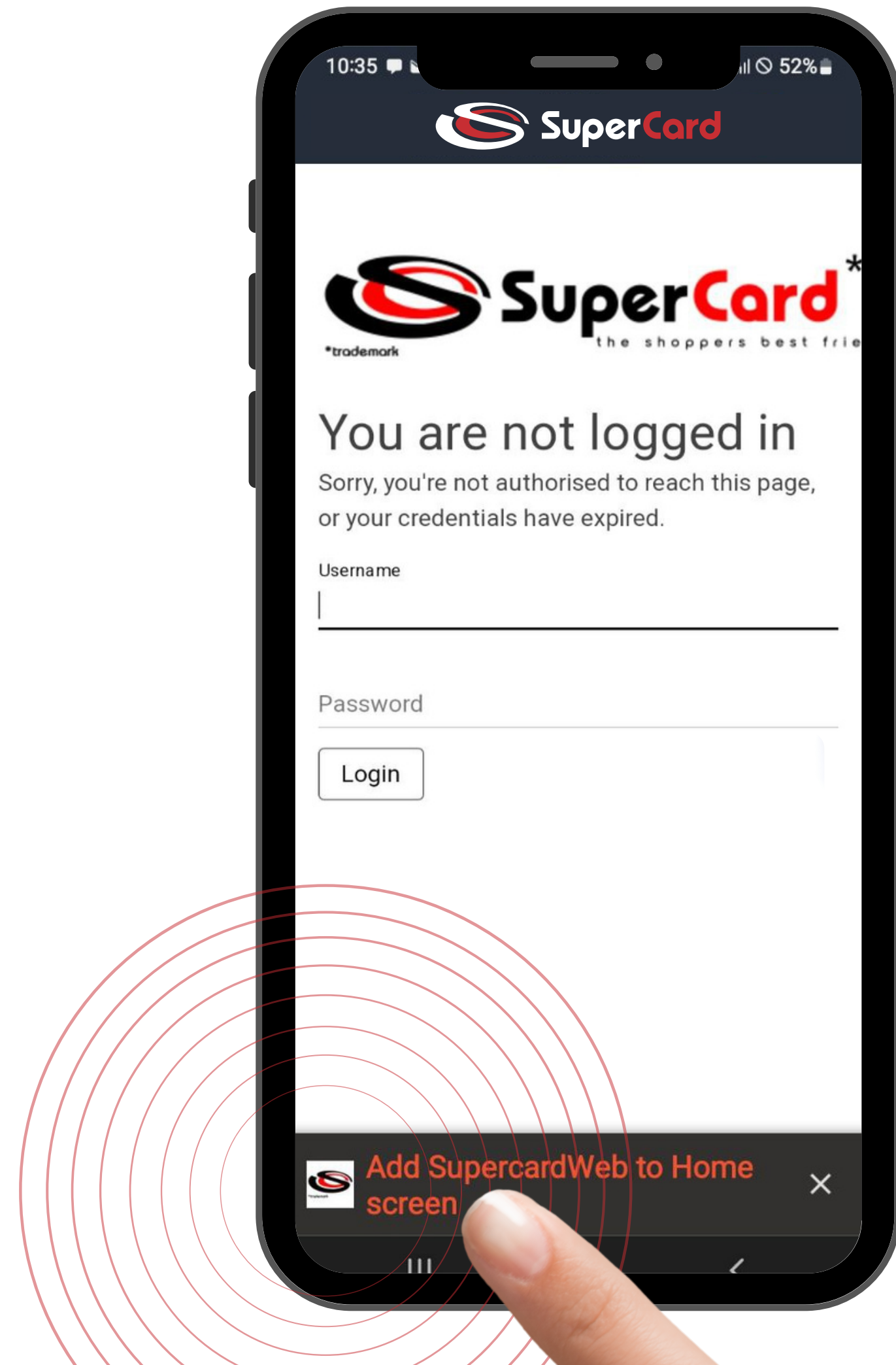




SAVE APP TO YOUR DEVICES HOME SCREEN FOR EASE OF USE

For ease of reference, it is highly recommended that you save the SuperCard Registration App to your devices home screen.

This will make it quick and easy to access.



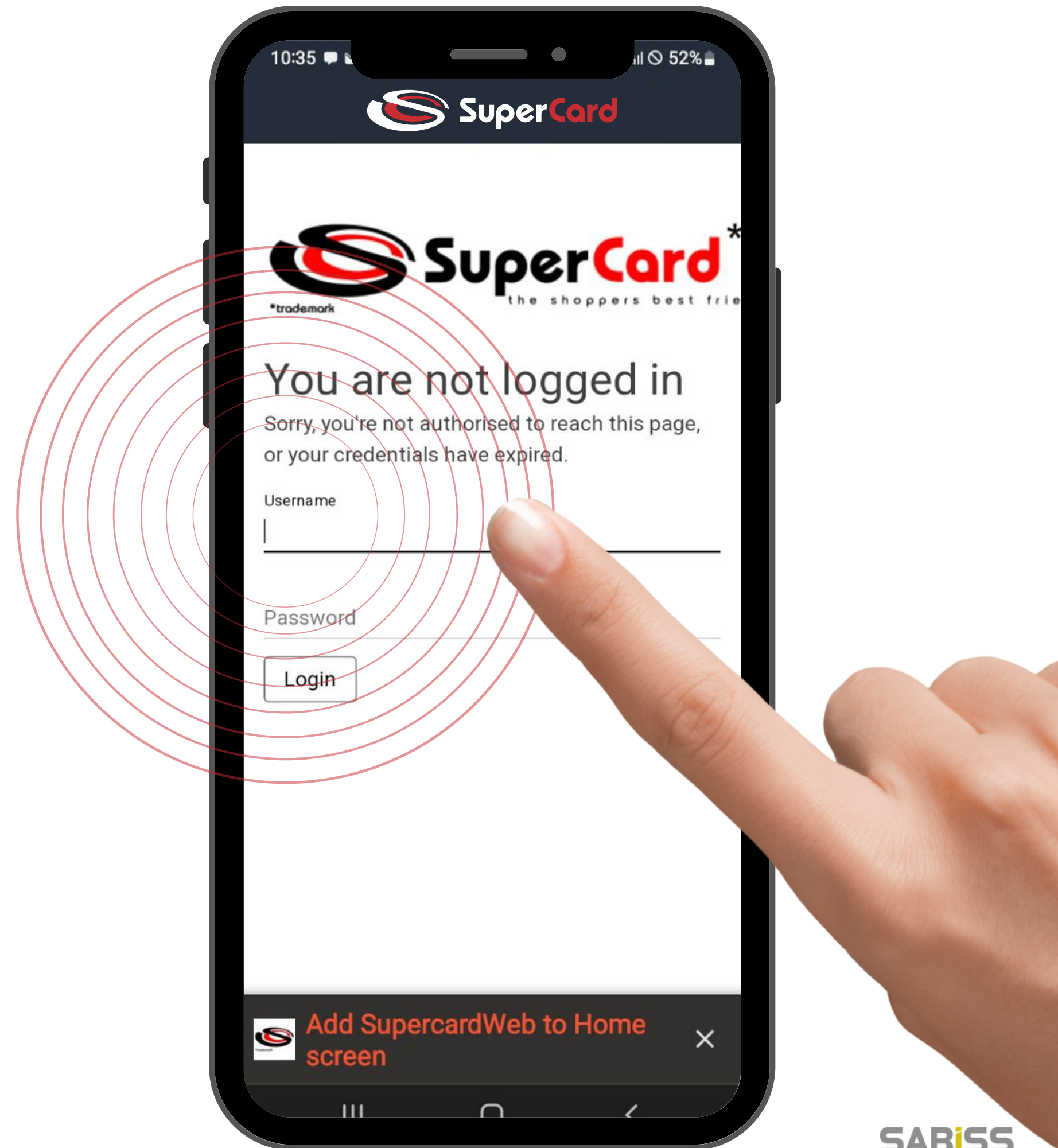
USERNAME, PASSWORD AND LOGIN CREDENTIALS

For added security, SuperCard will issue each user with a username and password in line with their role in the store. For example, managers and front-end supervisors will have the ability to perform a balance enquiry, display a mini statement, change a cardholder's pin, replace cards, and register new cardholders.

SuperCard Head Office will issue these user credentials, specific to each store. For safety reasons, the login credentials are issued at the store's discretion.

If the store chooses, cashiers and auxiliary staff will have the ability to register new cardholders only. Therefore, login details pertaining to these staff members will be restricted, they will only be able to register new cardholders, perform balance enquiries and display mini statements for the cardholder.

NB: If an orange notice appears when attempting to log in, and reads "these login details do not exist, then please contact SuperCard for new login credentials, after making sure that your entry into this field is correct.

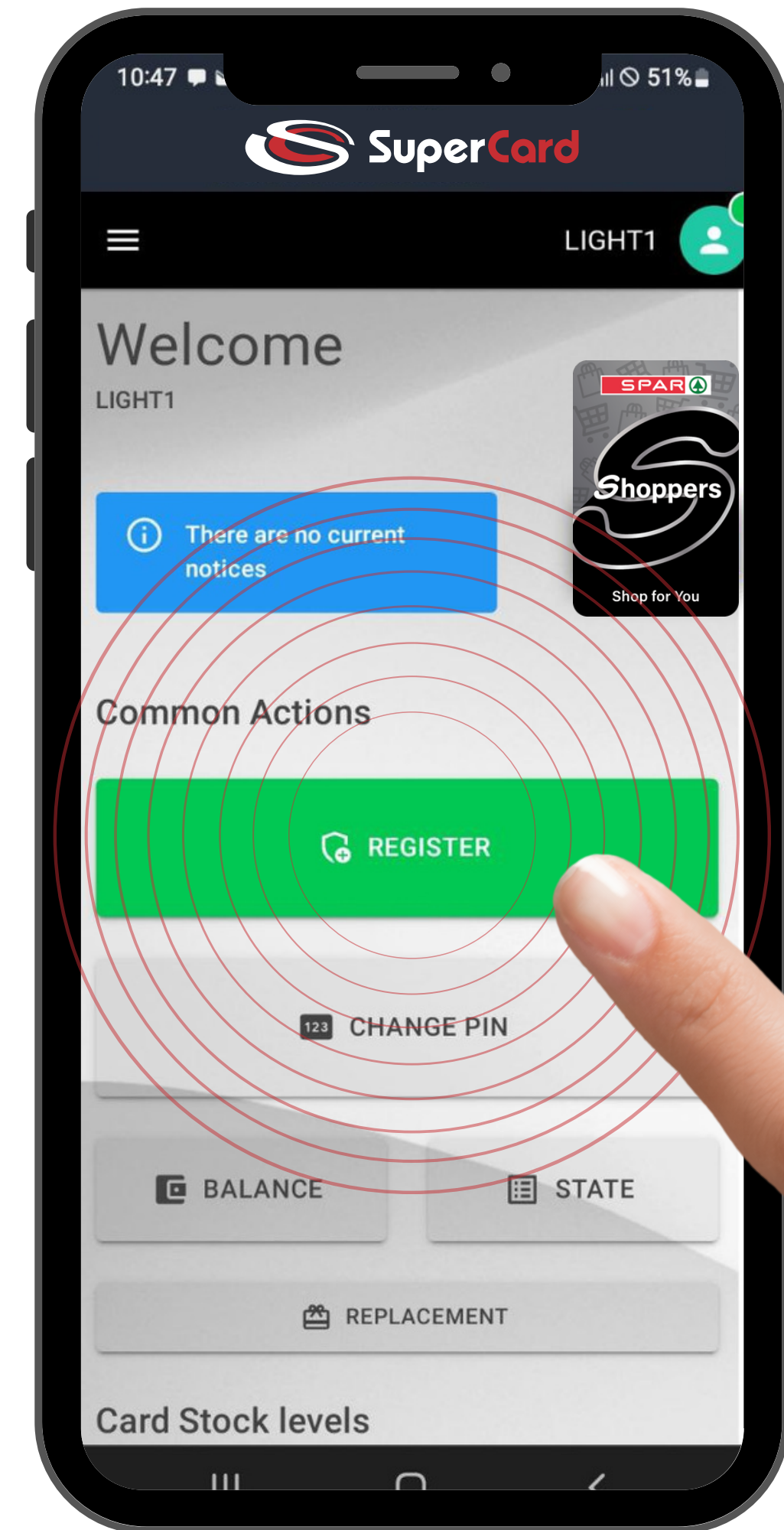


DASHBOARD

Once logged in the home screen will display the Dashboard, here you will have the view of the cards stock levels in the store and be able to view the Common Actions.

REGISTER A NEW USER

Registering a card can be accessed through the Dashboard on the home page.



REGISTER USER – PERSONAL DETAILS

Registering a card can be accessed through the Dashboard on the home page.

Steps to register a new cardholder:

Step 1: Select Register, (highlighted in green)

Step 2 (Title): Select the dropdown under the heading, Title. Please select your preference. **Optional**

Step 3(Firstname): Select Firstname. The Keyboard should automatically pop up in front of you. Type your first name in. **Required**

Step 4 (Lastname): Select Lastname. The Keyboard should automatically pop up in front of you on the screen. **Required**

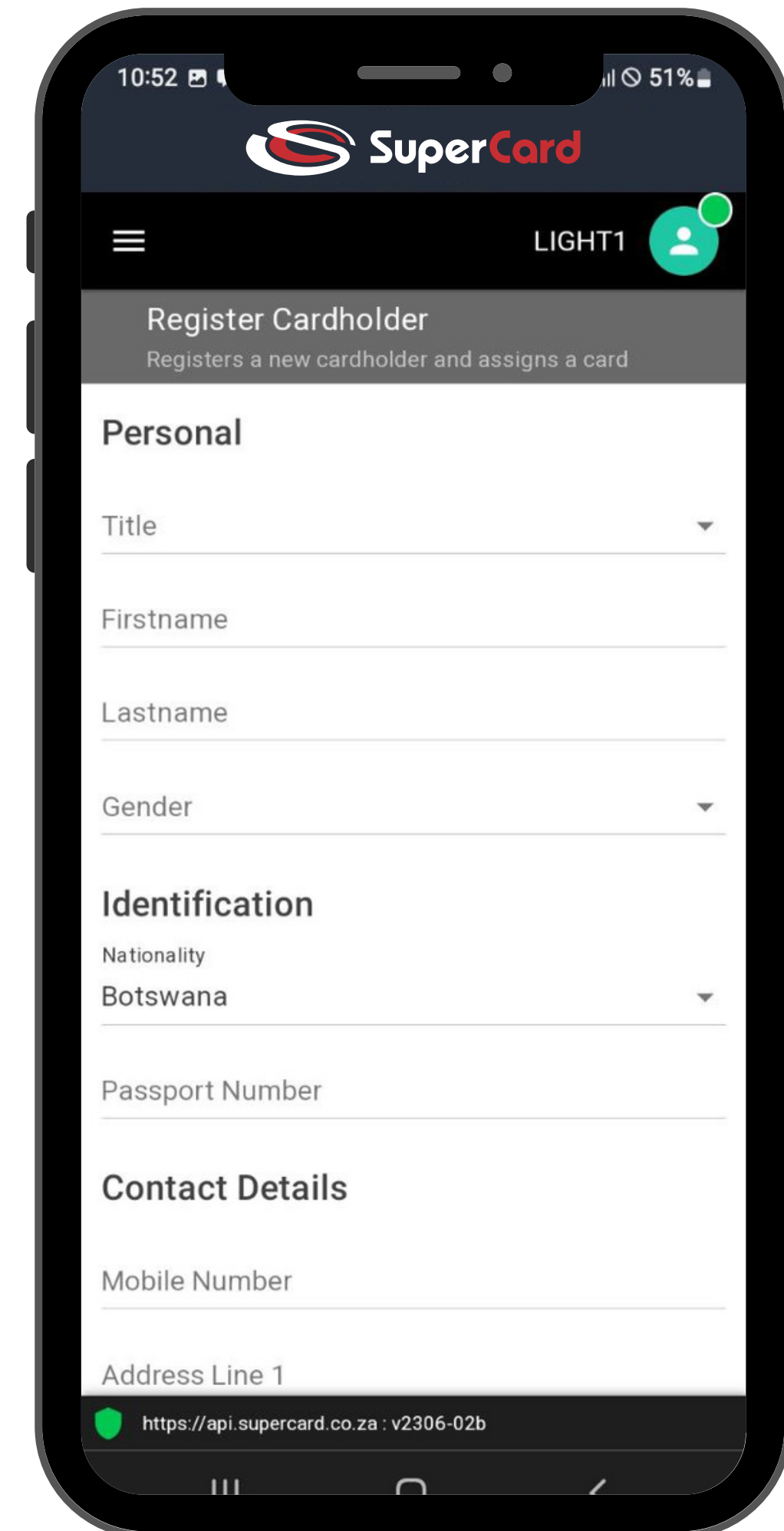
Step 5 (Gender): Select your Gender from the dropdown option. **Required**

Step 6 (Card Number): Two options for this field are available. **Required**

#1: Select Card Number and manually enter your cards number. (caution: this may slow down the registration process)

#2: Select the camera icon on the right of the card number line, this function should pull up the camera of the device. Please turn your card over, locate the QR code and present it to the device for it to capture the QR image. The device will automatically populate the Card Number field with 19 digits.

Step 7(New Pin): Please enter your own unique 4-digit pin. Please keep this PIN number safe.



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SuperCard

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Register Cardholder
Registers a new cardholder and assigns a card

Personal

Title ▾

Firstname

Lastname

Gender ▾

Identification

Nationality
Botswana ▾

Passport Number

Contact Details

Mobile Number

Address Line 1

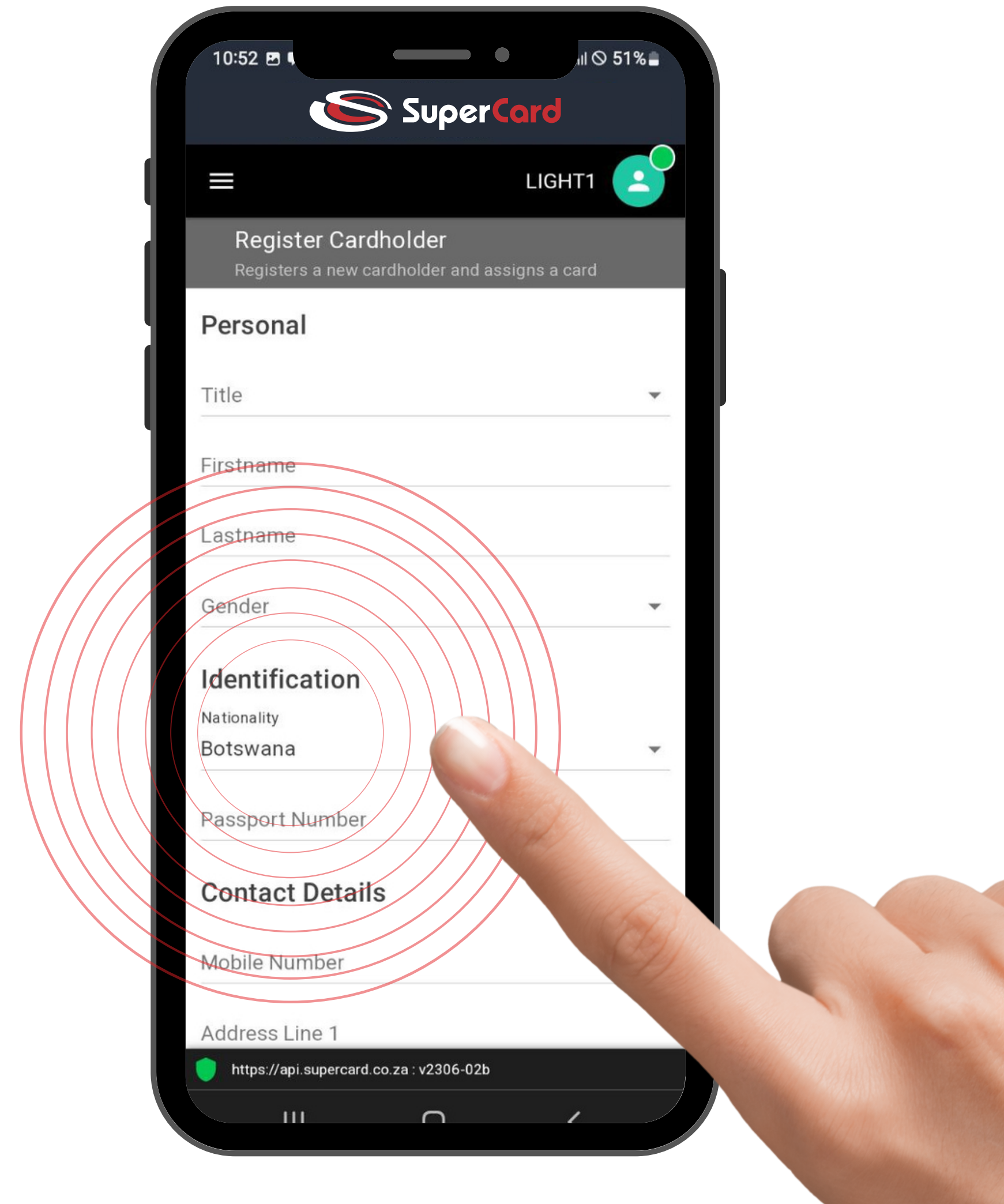
 <https://api.supercard.co.za> : v2306-02b

REGISTER USER – IDENTIFICATION

Nationality

Please select your nationality from the dropdown bar. **Required**

Identity number: Please enter your ID here. **Required**



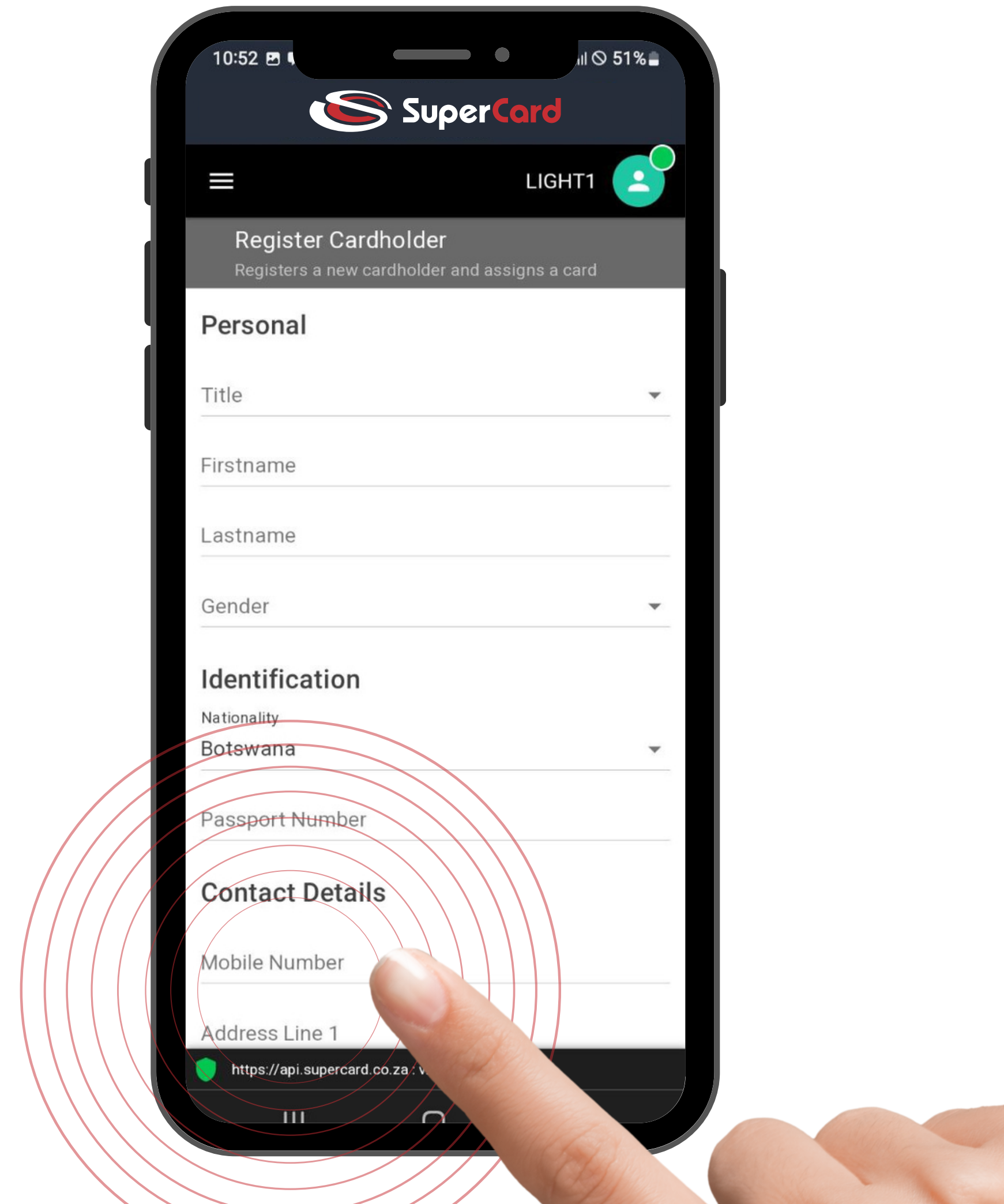
REGISTER USER – CONTACT DETAILS

Mobile Number: Please enter your cell phone number here.

Required

Address line 1: Fill in your address. **Optional**

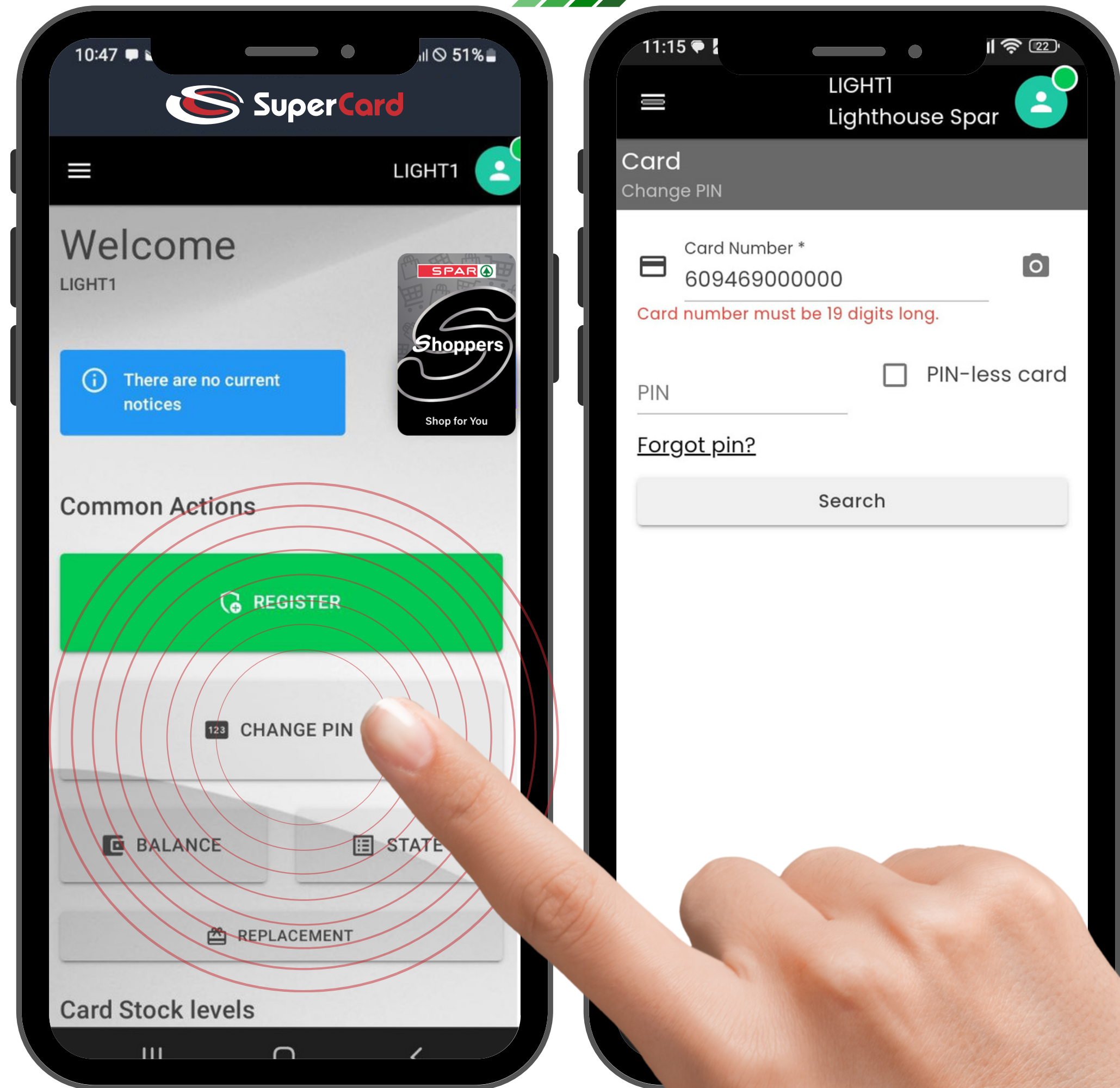
Lastly, once you are happy that all the details are captured correct and you have accepted SuperCard's T&C's you must select REGISTER (In Green) to complete the registration process.



USER PIN CHANGE

If you are a manager and have been assigned with the role to help cardholders change their pin numbers, then you may use this function. This is for security reasons.

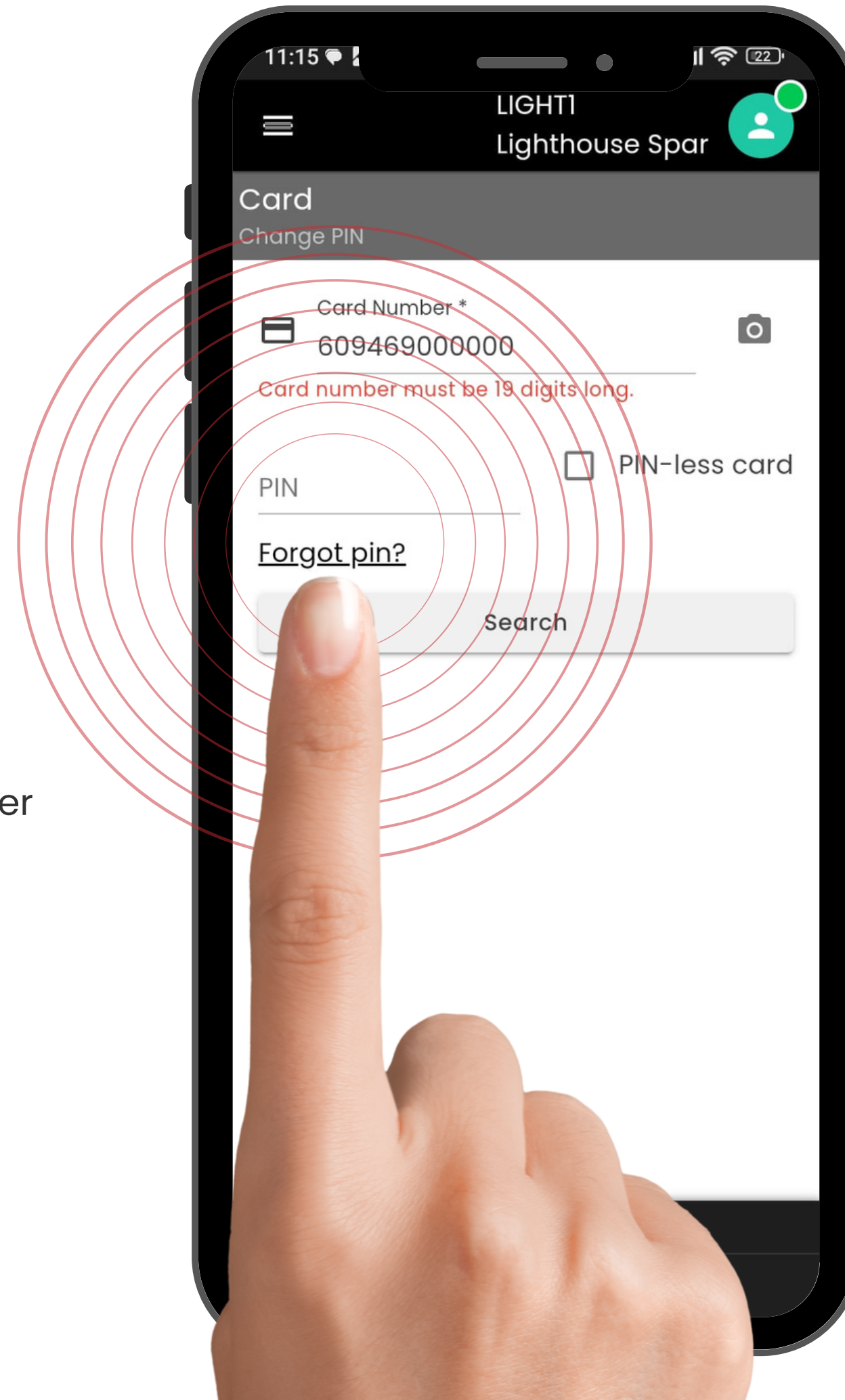
- With the Dashboard screen displayed, select “change pin.”
- Please either manually enter the 19-digit card number OR scan the QR code on the back of the card to populate the Card Number field.
- Please select search.
- Please enter your new 4-digit pin (Please note that your new pin cannot be the same of your old pin)
- Please enter your new 4-digit pin again to confirm
- Please select “Request Pin Change”
- Please acknowledge the Blue notice of successful pin change on the top right of your screen.



USER PIN CHANGE – PREVIOUS PIN LOST OR FORGOTTEN

In a scenario where a cardholder is requesting a pin change but they have forgotten their old pin number, the following steps can be taken.

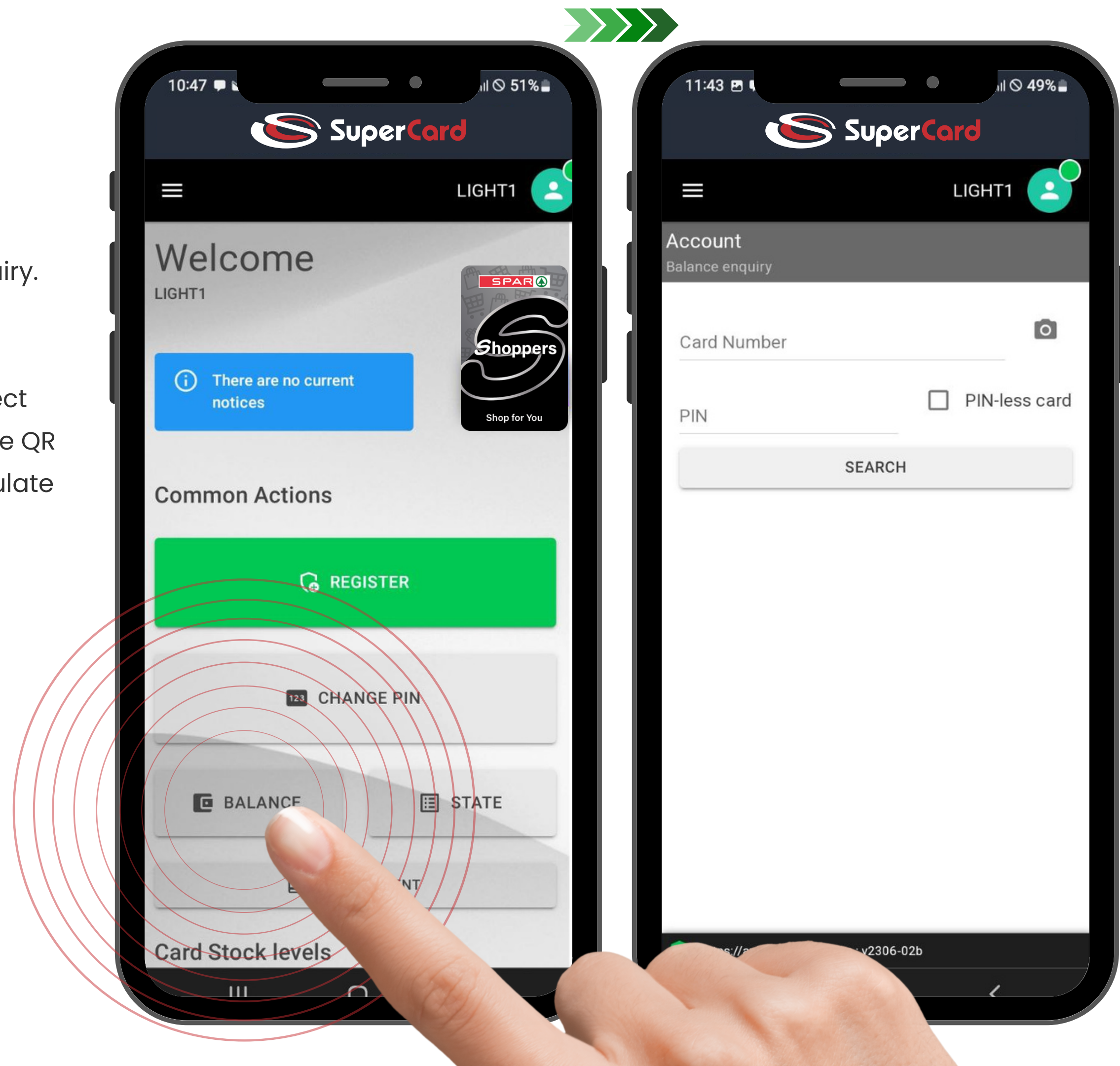
- Select the “Forgot pin?” option below the PIN input field as seen in this image.
- The card holder will receive an OTP (one time pin) SMS that will go to their mobile phone associated with their user account. This will allow for a pin reset.
- In the event that the cardholder’s mobile phone number is no longer correct, a secondary verification process can be followed where the cardholders name and ID number can be verified to allow a pin change. ID document should be verified as true and correct.
- If the pin change can still not be activated, call SuperCard support at 0800 333 991 for assistance.



USER BALANCE ENQUIRY

You can use this feature to perform a balance enquiry.

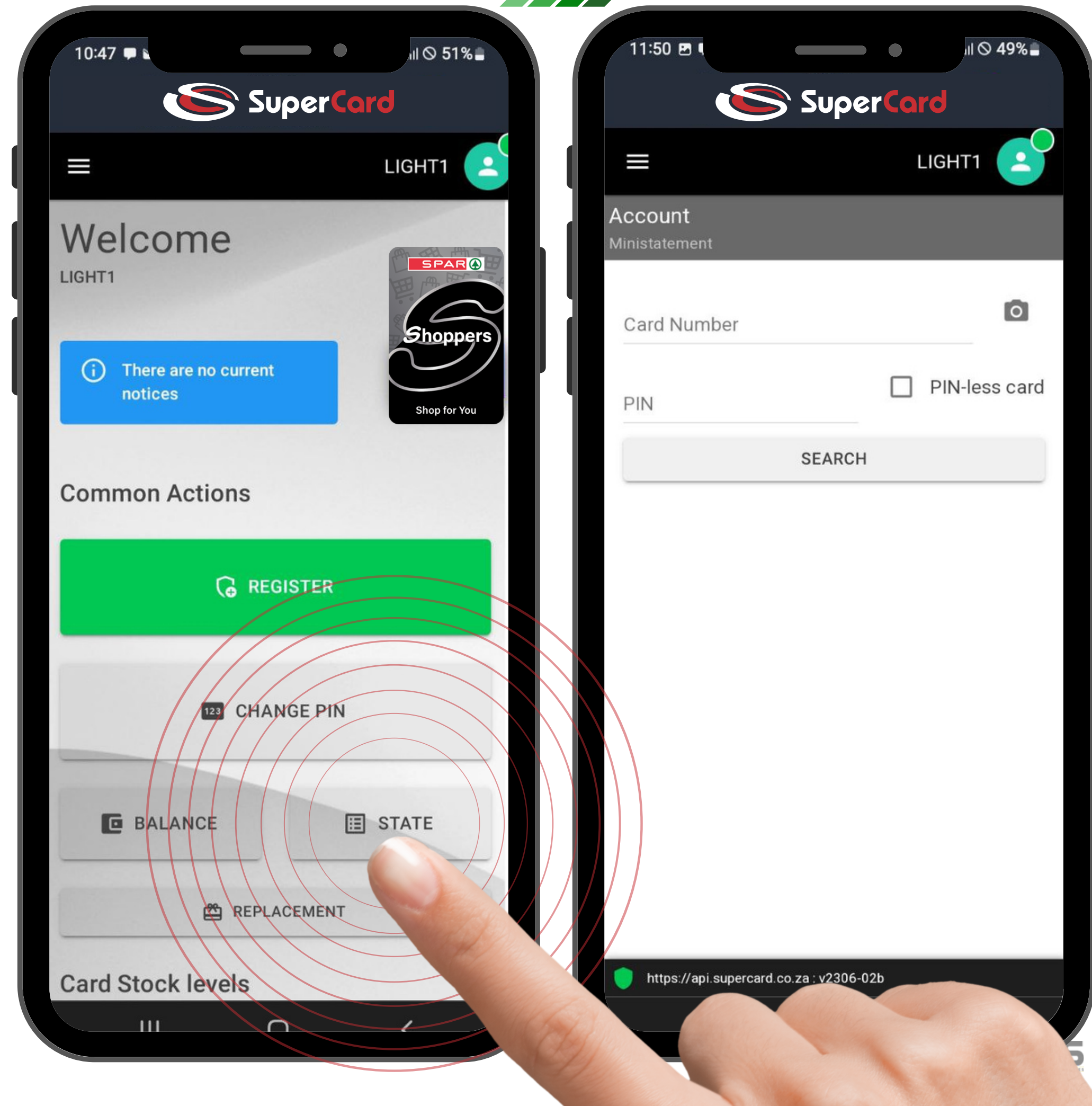
- Select Balance
- Manually enter the 19-digit card number OR select the camera icon and use your device to scan the QR code (located on the back of your card) to populate the Card Number field.
- Please enter your 4 digit pin number and select "search."



USER MINI STATEMENT

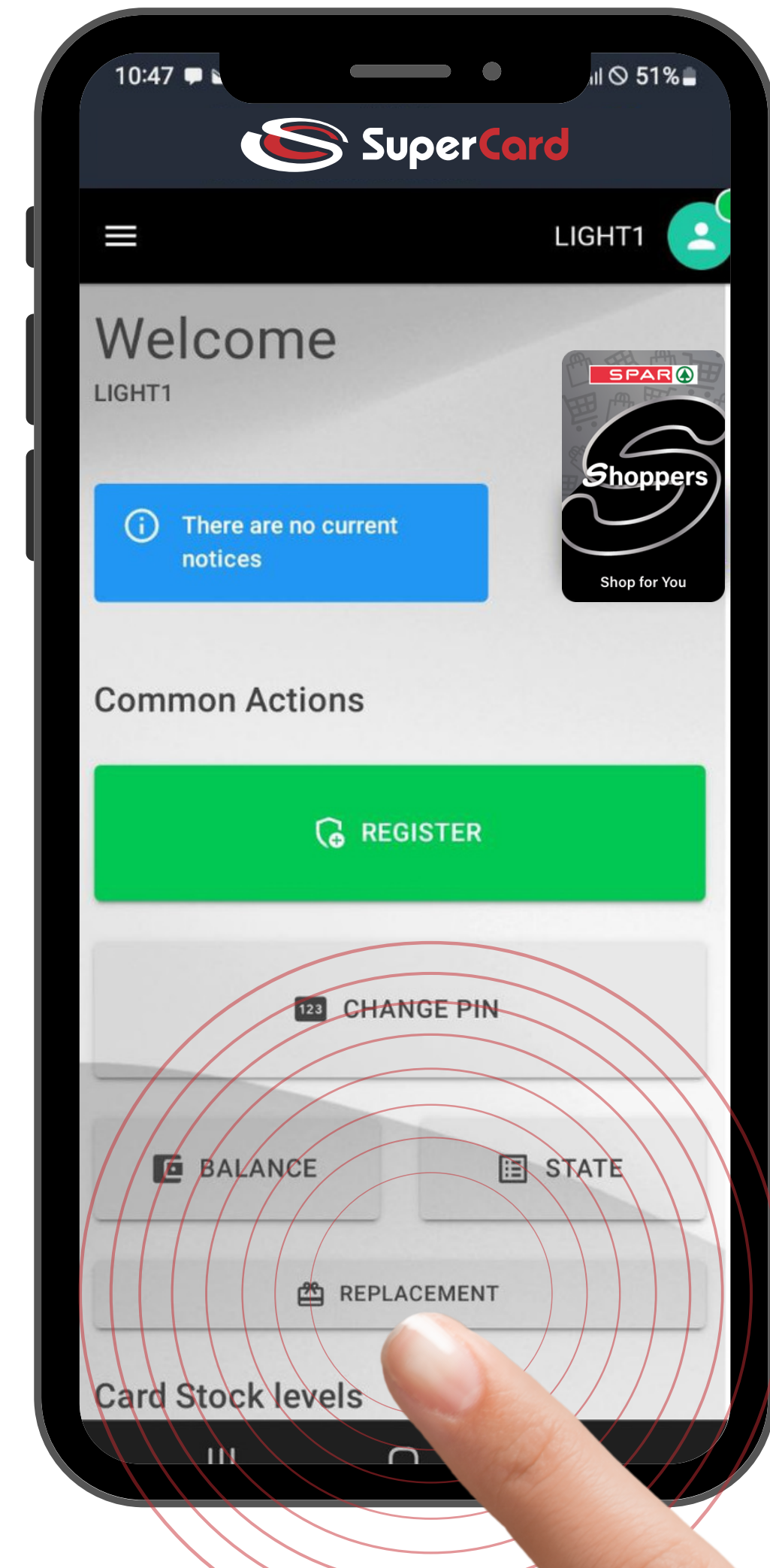
You can use this feature to perform a statement enquiry.

- Select State
- Manually enter the 19-digit card number OR select the camera icon and use your device to scan the QR code (located on the back of your card) to populate the Card Number field.
- Please enter your 4 digit pin number and select "search."



CARD REPLACEMENT

To issue a replacement card for a user, simply select the "replacement" option from the main dashboard.





SuperCard South Africa Support

Retailers – Store Managers, Supervisors, Front-End Managers

1st Line Support

SuperCard Support Centre – Toll Free
0800 333 991

2nd Line Support

Nikita Grieb

Financial Queries – reports@supercard.co.za
082 601 8444

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082 410 9889

Finance Management

Braden Sincock

Finance Queries – finance@supercard.co.za
082 571 0145

National Sales Support

Raoul Abroue

Sales Queries – raoul@sabiss.com
067 984 1064

Operations Support

15 Tascoe de Reuck

Operational Queries – tascoe@sabiss.com
069 864 0320