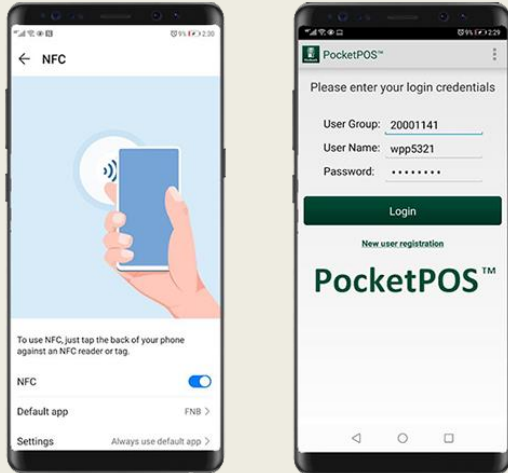


HOW TO ACTIVATE NFC ON YOUR PHONE:

- Go to your phone settings.
- In your search bar type in 'NFC'
- Activate the NFC function

NOTE: If nothing comes up when you search NFC, it means your smart device is not NFC enabled and will not be compatible with Tap On Phone.

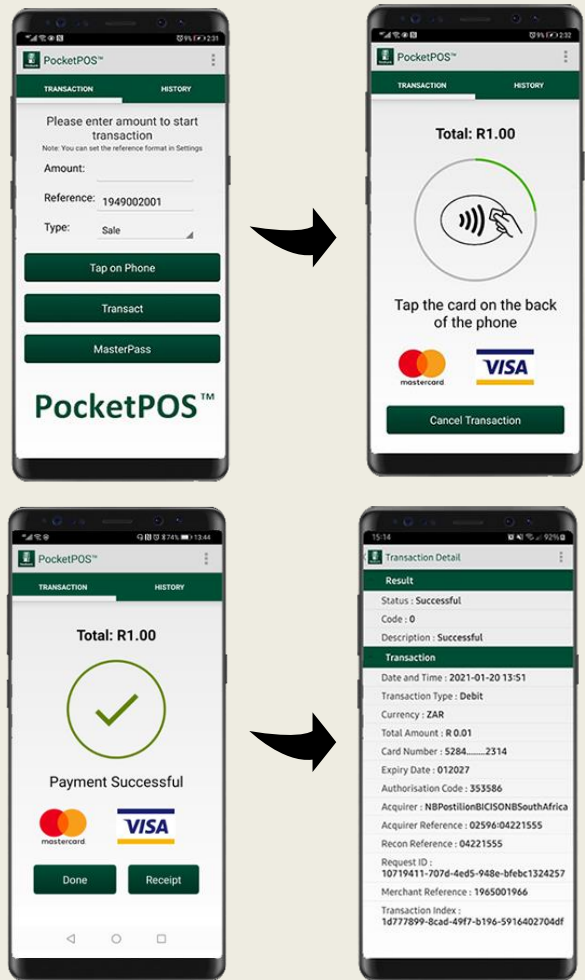


HOW TO INSTALL THE APP:

- From your Mobile App Store, download the 'Nedbank PocketPOS™ App'.
- Open the App and type in the User Group, User Name & Password (as supplied to you on email).

HOW TO USE THE APP:

- Login to the Nedbank PocketPOS™ App.
- Enter the amount.
- Press 'Tap On Phone'.
- Tap the card on the back of your phone and wait for your device to authorise the transaction.
- You will then see an electronic receipt on your phone to say the transaction has been approved.
- Send your customer an electronic receipt by clicking on the menu icon (three dots in the corner) and email them a copy.



POSSIBLE ERRORS:

No active applications: If you have not transacted for a long period of time, your logins might have been deactivated by the bank. Please call us to reactivate it again. To prevent this, ensure you transact at least once a month.

Duplicate Merchant: Change the reference field and ensure you never use the same reference twice.

Transaction keeps failing: Check your internet settings. Change from Wi-Fi to Mobile Data and vice-versa and ensure you have data loaded onto your phone.

TIPS when a transaction is unsuccessful:

1. The cardholder needs to ensure their card is Tap enabled. Look for a contactless symbol.
2. Try to tap a different card to see if it works.
3. The transaction amount might be too high.
4. The App might be outdated, or the phone may not be fully NFC enabled.

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