

Step 1: The customer must click on this link or scan the below QR code with his cellphone

<https://next.vodacom.co.za/siebel/app/dha/enu?SWECmd=InvokeMethod&SWEMethod=DHA&SWEService=VSFA+Toolkit+for+Browser&Id=DHA-015&SWERF=1&SWEBU=1>



Step 2: The customer will be re-directed to a web page called Vodacom self-service

Step 3: The Customer must enter either the solution ID, Router's MAC address or Service ID and click "continue"

Process: Top Up Service / Question

Vodacom Self-Service

Top Up data bundle purchase

Please enter one of the below to proceed with your request:

- Email address – use this option if you are an existing account holder; please note that you will be validated via OTP

If you are not the account holder please enter one of the following:

- Solution ID - found on your invoice or recent usage notification

- MAC Address – found on the back of your router

- Service ID – found on the welcome letter

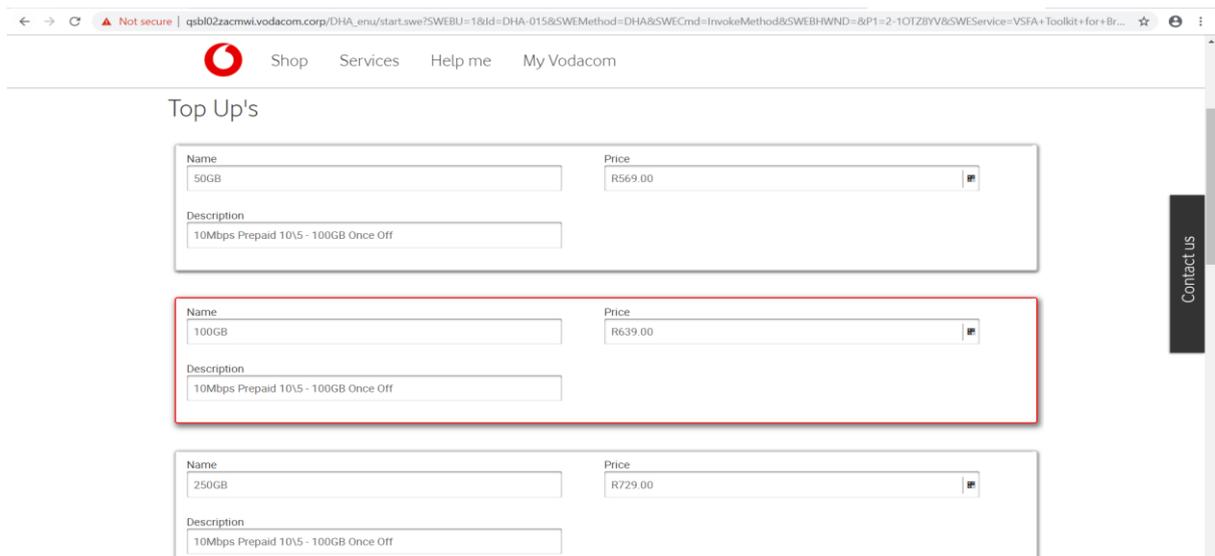
Input

Cancel

Previous

Continue

Step 4: The Customer to select the required data bundle



The screenshot shows the 'Top Up's' section of the Vodacom Self-Service interface. It displays three data bundle options, each with a name, price, and description. The second option, '100GB', is highlighted with a red border. A 'Contact Us' button is visible on the right side of the page.

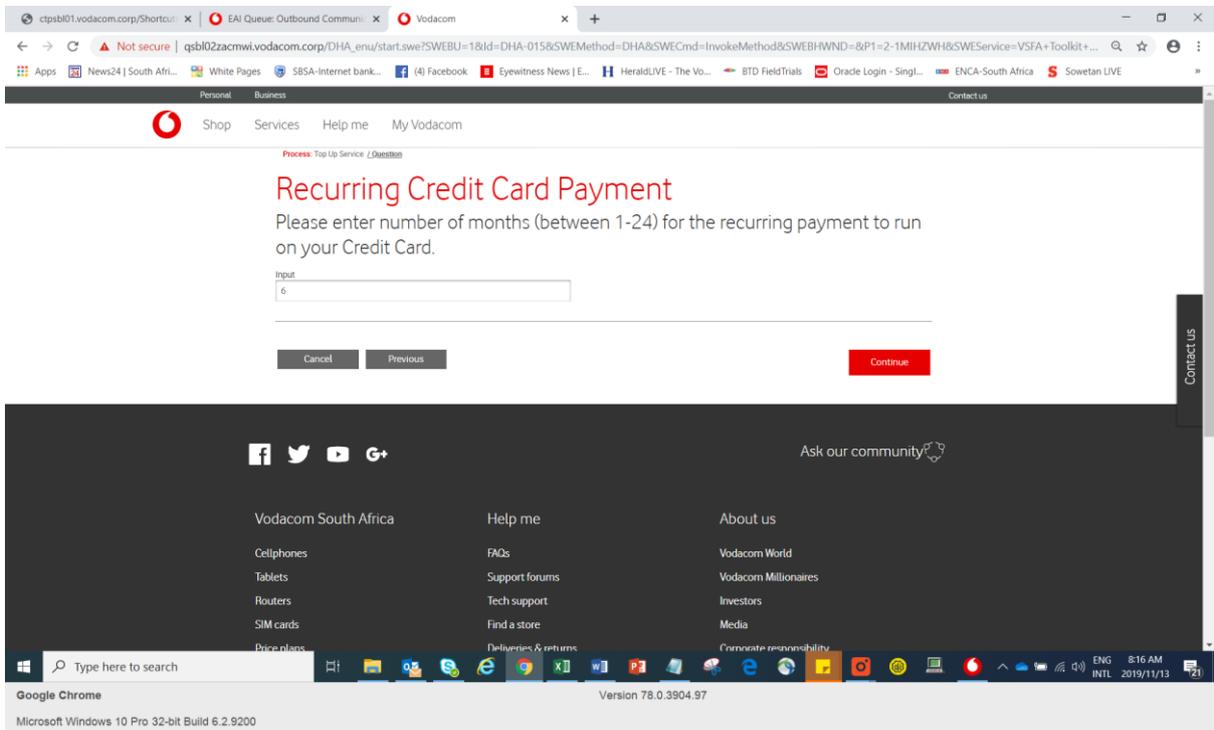
Name	Price	Description
50GB	R569.00	10Mbps Prepaid 10\5 - 100GB Once Off
100GB	R639.00	10Mbps Prepaid 10\5 - 100GB Once Off
250GB	R729.00	10Mbps Prepaid 10\5 - 100GB Once Off

Step 5: The Customer must enter the email address and click "continue"

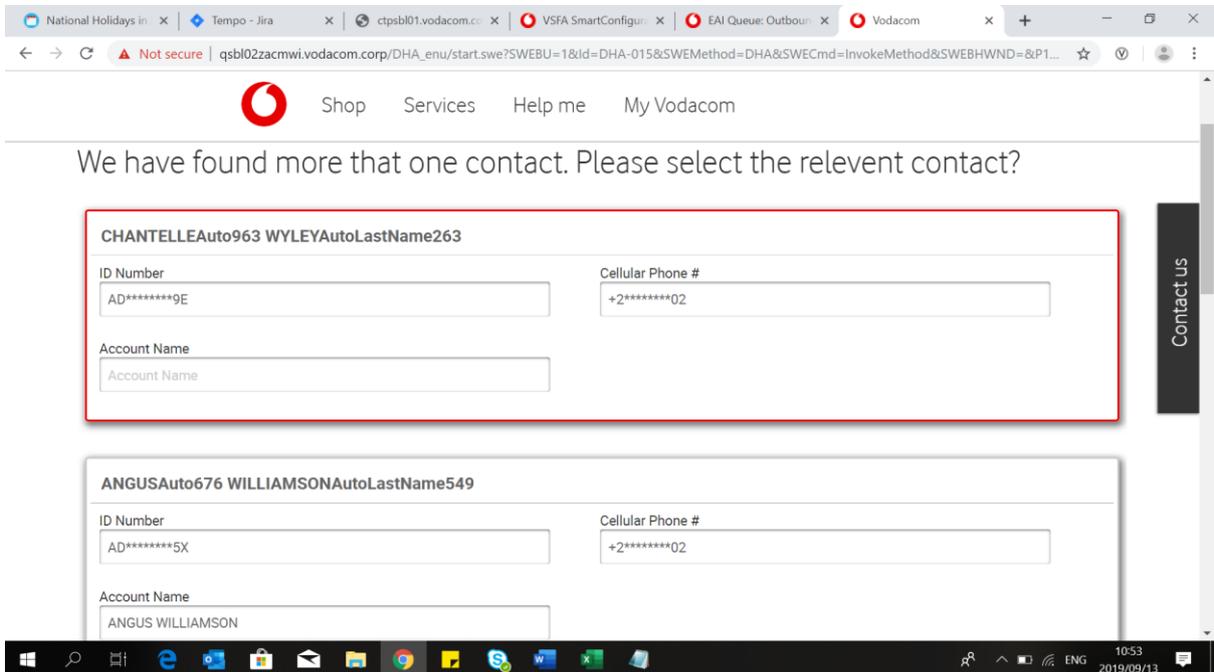
The screenshot shows a web browser window with the Vodacom website. The page title is "My Details" and the sub-header is "Please enter Email address?". Below this, there is an "Email Address" input field containing "test@gmail.com". At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Continue". The "Continue" button is highlighted in red. The browser's address bar shows the URL "qsbl02zacmwi.vodacom.corp/DHA_enu/start.swe?SWEBU=1&Id=DHA-015&SWEMethod=DHA&SWECmd=InvokeMethod&SWEHWND=&P1...". The browser's taskbar at the bottom shows various application icons and the system clock indicating 10:53 on 2019/09/13.

Step 6: The Customer to select payment type and confirm the recurring number of payments

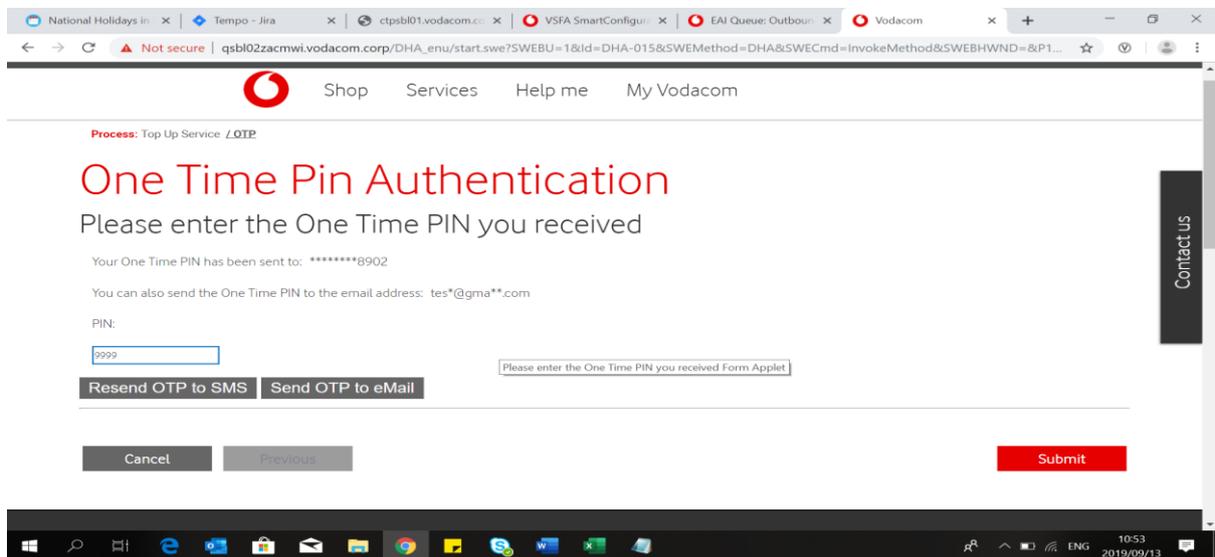
The screenshot shows the same web browser window with the Vodacom website. The page title is "Payment Type" and the sub-header is "Question". Below this, there is a question: "Would you like to make this as a monthly recurring transaction on your Credit Card? If you select 'No' then the amount will be charged Once Off only." There are two radio button options: "No" and "Yes". The "Yes" option is selected. At the bottom of the form, there are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted in red. The browser's address bar shows the URL "qsbl02zacmwi.vodacom.corp/DHA_enu/start.swe?SWEBU=1&Id=DHA-015&SWEMethod=DHA&SWECmd=InvokeMethod&SWEHWND=&P1=2-1MIH2WH&SWEService=VSFA+Toolkit+...". The browser's taskbar at the bottom shows various application icons and the system clock indicating 8:15 AM on 2019/11/13.



Step 7: The customer to select the relevant contact, if more than one contact is found*

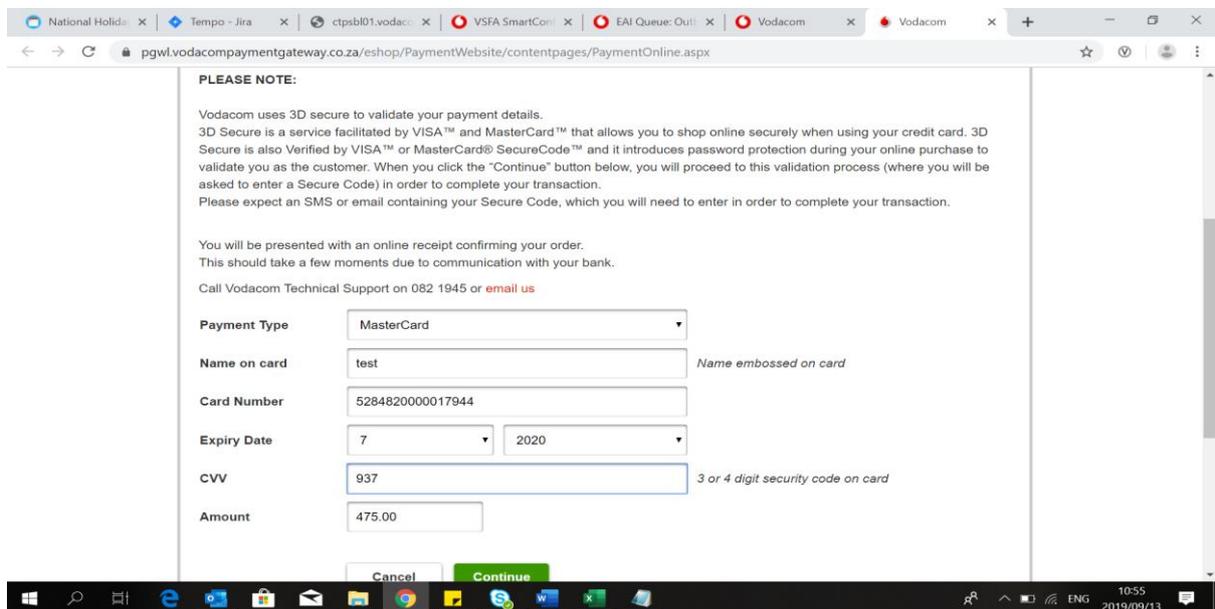


Step 8: A one-time pin will be sent to the customer's mobile phone; the customer must enter the PIN and click submit

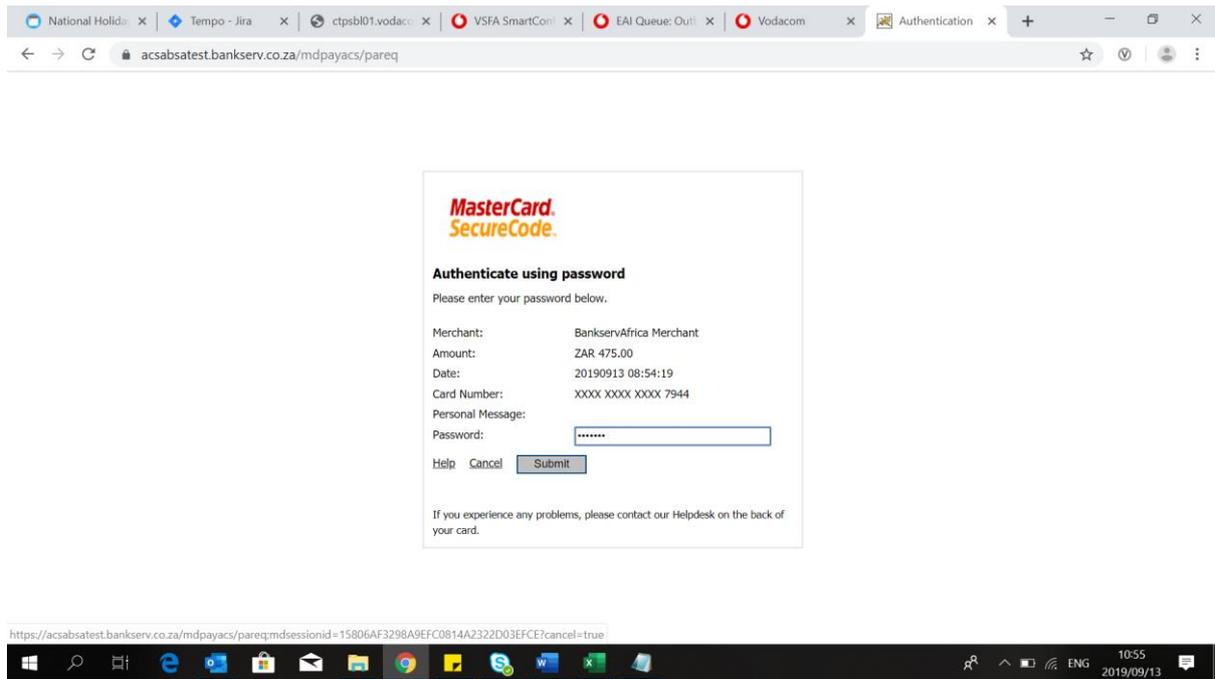


Step 9: After clicking submit, the customer will be re-directed to the payment “gateway”

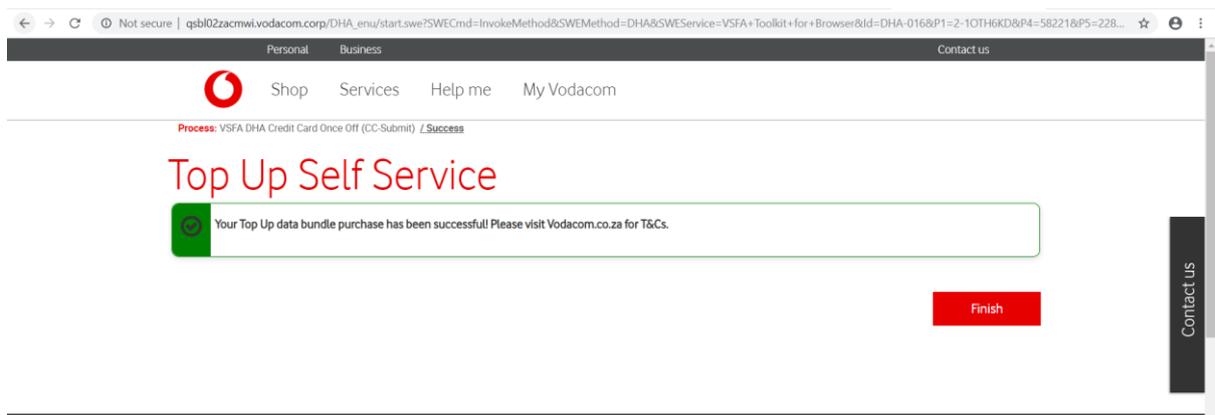
Step 10: Customer must enter the card details for payment and click “Continue”.



Step 11: An OTP will be send to the customer's mobile phone and must be entered here before clicking submit.



Step 12: The customer will receive the below notification confirming the successful transaction.



Step 13: The Customer click Finish and data is loaded onto the fibre router.