



How to guide: Buying credits - Individuals

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Buying credit:

You have two methods of buying credits:

Part A – Buying via Direct Deposit or Electronic File Transfer

Part B – Credit card payment

Part A – Buying via Direct Deposit or Electronic File Transfer

1. Log in on the FaxFX website (www.faxfx.net/fxadmin/) and click on the “Buy more credits” button [1] or you can follow this link: https://www.faxfx.net/fxadmin/faxout.php?_reset=1&act=topup



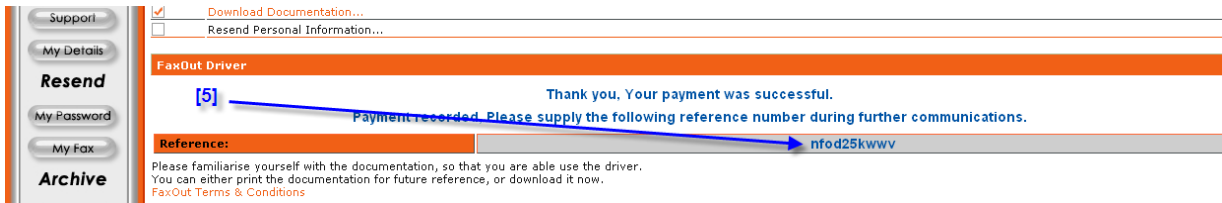
2. Select “Direct Deposit” from the dropdown



3. Enter the amount of credits (an amount of R50 or greater) you wish to purchase in the text box [3] and click on the “Pay now” button [4]. It will generate a unique reference number which you will use as a reference when you make your payment. This reference is only valid for one payment.



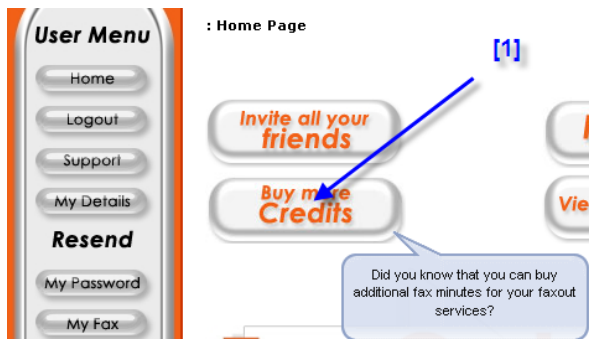
5. You will now receive a reference number [5]; this is the reference you must use when you do the payment into our bank account.



- Now that you have FaxFX's bank details and the reference number, you can do the electronic file transfer or direct deposit.
- Please note the delay in allocations:
 Payments done directly at the bank or from FNB – If done before 14h00 (GMT+2) the payment will be processed that evening and be automatically allocated by the next day, else if done after 14h00 (GMT+2) the payment will only be allocated the next evening.
 Payments done from a bank other than FNB – Allocation will take up to four business days, depending on the bank.

Part B – Credit card payment

- Log in on the FaxFX website (www.faxfx.net/fxadmin/) and click on the “Buy more credits” button [1] or you can follow this link: https://www.faxfx.net/fxadmin/faxout.php?_reset=1&act=topup



- Select “Credit Card” from the dropdown [2] and enter your credit card details as required.
 Please note to have the credits allocated to you, you will need do follow the steps in the credit card verification guide (downloadable here: <http://www.faxfx.co.za/downloads/HowToCreditCardVerifications.pdf>)

Note that the rates can change without prior notice. You can get the most up to date rate schedule at <http://www.faxfx.net/rates.html>

If you have any further queries, do not hesitate to contact us

<http://www.faxfx.co.za> | <http://www.faxfx.co.za/support/> | support@faxfx.co.za | 086 727 2345 (Office hours)