



How to guide:

Credit Card payment verification

Last updated 22 January 2009

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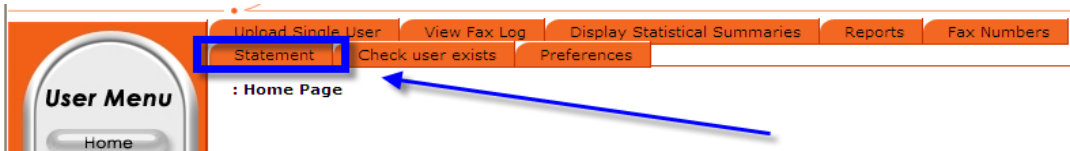
We have implemented a verification system, to reduce the amount of fraudulent credit card payments and thus protect your money. This process is only required once per credit card if completed correctly.

In order to verify your credit card payment; you need to have access to your credit card statements from the bank. Look on your statement what amount was deducted from FaxFX (Please note that it will reflect as Salmantine Trading). It will differ from the amount of credits you bought, please do not get any doubts as the amount of credits you requested is the amount that will be allocated.

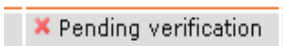
It is required of the user to verify the possession of a cell phone and his credit card. This will make all future payments via credit card effective immediately.


Part A – Cell phone number verification

1. Log in on the FaxFX website (www.faxfx.net/fxadmin/) and click on the “Statement” tab





2. Click on the “Pending Activation”




3. In order to make the payment allocation automated in the future, it is required that you verify your cell phone, if not already verified. If it is already verified, please skip to Part B – Credit card verification
4. Click on the “Click to resend verification number to cell phone”  image to send a SMS to the cell phone number you entered, this SMS contains a five digit random verification number, that you have to enter in box [1]

Please verify possession of your cell phone

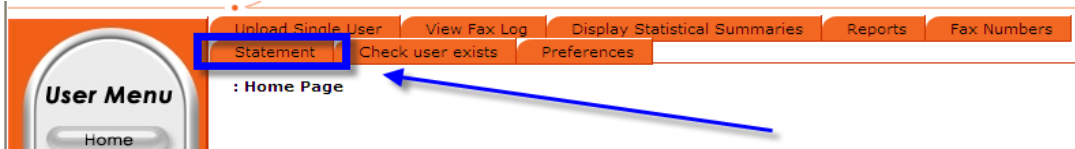
Cell Number: 

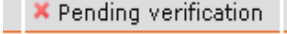
Verification Number: 

5. After entering the five digit number, click on the “Save information”  button.
Please note, if your cell phone number box is empty, or it contains the wrong number, please follow the steps as per Part C – Changing or entering your cell phone number
6. You can now continue to Part B – Credit card verification to complete the process

Part B – Credit card verification

1. If not logged in, log in on the FaxFX website (www.faxfx.net/fxadmin/) and click on the “Statement” tab



2. Click on the “Pending Activation” 
3. Now take the amount that was deducted from your account (credit card statement) and fill it in the box indicated by [1] below. Now click the “Save” button indicated by [2]. Entering the wrong amount will freeze your account, go to Part D – What do I do if my account got Frozen for instructions on unfreezing your account.

PLEASE NOTE: The amount will not be rounded eg: R45. It will always have a random rand and cent value eg: R45.82 (These amounts are only used as an example)



4. Your credits will now be available for you to start sending faxes


Part C – Changing or entering your cell phone number

1. Log in on the FaxFX website (www.faxfx.net/fxadmin/) and click on “My details” indicated by [1]



2. Enter your cell phone number in the “Mobile number” box indicated by [1] or update your old cell phone number. Please note that if the cell phone number is changed, that it has to be verified again as in Part A – Cell phone number verification

Contact Information	
Mobile Number: [1]	<input type="text"/>
Phone Number (OH):	<input type="text"/>
Phone Number (AH):	<input type="text"/>

3. Click on the “Save information”  button in the top right hand corner to save the information
4. You now have to verify the cell phone number again as in Part A – Cell phone number verification



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Part D – What do I do if my account got Frozen?

1. If your account is frozen, please send a bank statement with the deduction of FaxFX (Salmantine Trading), indicating your fax number and/or email address on the statement, to support.allocations@faxfx.co.za.

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)