

e-charge

NECESSARY INFO

INTRODUCTION

Make some extra money by selling Airtime using your mobile phone. Wherever you are, whenever you want, E-Charge allows top-up of mobile phones for people on the street, work colleagues, friends, family or anyone using a pre-paid mobile phone.

Anyone can do it and you can too! From Maseru, to Leribe all the way to Mophale's Hoek. If you're at home, at a soccer match, in the tuckshop, or going to work - you can be earning with your cell phone, anytime, anywhere 24/7.

The HOT Recharge Approach

- Dealers fund their stock account with the capital they have
- They can sell any airtime or bundles in any traditional amounts.
- Dealers can also sell irregular and very low amounts of airtime, e.g., M2 or M47.31 or any amount up to M1,000 to a customer.
- Dealer capital can be used on special product or brand that any customer may want for any reason.

Dealers can recharge (buy) their stock through Ecocash whenever they need to

Becoming a Dealer

Getting started	Register	Fund Account
<ul style="list-style-type: none">• First name and Last name• ID Number or Company Name• VAT/ Tax Number (for companies)• Address & Contacts	<ul style="list-style-type: none">• SMS• USSD• Website	<ul style="list-style-type: none">• Cash Deposit• Bank transfer/deposit• Mobile Wallet Payment (i.e. EcoCash)

Registration

SMS	USSD	Web
<ul style="list-style-type: none">• REG_First name_Last name _ID Number (i.e., REG Thabo Patsi 01223456789)• Send SMS number 182• Use ETL numbers like 6-123-4567	<ul style="list-style-type: none">◦ Dial *182# Go to◦ Register Mobile◦ enter name:Thabo◦ enter surname:Patsi◦ enter ID:01223456789◦ Choose pin :1234◦ Confirm Details• Enter your first name and Last name as prompted	<ul style="list-style-type: none">• Go to: echarge.etl.co.ls• Choose account type (Retail or Individual)• Sections to fill in: Account Name, National ID, email address, password, confirm• For Retail, tellers & cashiers can be added as sub-users

FUNDING YOUR ACCOUNT

How to add balance to your e-charge

SMS Recharge	Bank Deposit	Using ECOCASH (SMS)	Using ECOCASH (USSD)
<ul style="list-style-type: none"> • Visit Econet Shop or Container • Pay using cash or bank card/ debit card 	<ul style="list-style-type: none"> • Complete deposit slip using bank account number • Get bank account number by SMSing "BANK" to 182 • Use your mobile number as reference on the deposit slip • Send Proof of Payment to Econet Account Manager or Customer Care to be credited 	<ul style="list-style-type: none"> • ECOCASH amount • i.e., "ECOCASH 200" • SMS to 182 • USSD prompt will Pop up to enter ECOCASH PIN 	<ul style="list-style-type: none"> • *182# • Go to 'Account Services • Go to 'Fund Wallet • Enter fund amount

Deposit Slip

Date 06 April 2023

Name Econet Telecom Lesotho e-charge

Account number 9 080 009 128 731

Branch Code 060 667

Swift Code SBICLSMX

Dit
Signature

Cash	500	52
Checks	10 000	00
Subtotal	10 500	52
Less Cash	250	00
Net Deposit	10 250	52

Note: We do not have bank account details as of yet but there can be a placeholder such that we insert them once they become available.

RECHARGING AIRTIME

Selling to the customer

When selling airtime to the customer the process is the same as selling airtime like normal – the customer gives you money for the amount of airtime they'd like and you allocate as per the request. The only difference is that everything will be done electronically so before you give them their request, you will have to get their mobile number in order to service them

Additionally, you can sell voice & data bundles using the system. If a customer comes to you requesting Weekly calling bundle for M20, you collect M20 from the customer and load them with the Weekly bundle as requested. The only step that would change is that instead of "airtime purchase" you would click "voice bundle purchase" and continue with the usual steps.

Dealer Must Have: Number being recharged, payment from customer

USSD Recharge	Web Recharge
<ul style="list-style-type: none"> ○ *182# ○ Enter e-charge PIN ○ Airtime purchase ○ Enter amount: M300 ○ Enter receiver number: ○ 62220101 ○ Confirm recharge details <p>ALTERNATIVELY</p> <ul style="list-style-type: none"> • Use short code, similar to SMS request • *182*300*62220101# • Confirm details and enter e-charge pin 	<ul style="list-style-type: none"> • Point of Sale (POS) Terminal • Enter number and amount

FUND TRANSFERS

Allows stock balance to be transferred from one e-charge dealer account to another

USSD Transfers
<ul style="list-style-type: none"> • Dial *182#→Account Services→Transfer to another Account→ Enter amount: 300 → Enter receiver number: 62220101→Confirm transfer

REPORTS (tallied reports from the system)

- Teller daily cash up
- Transaction history
- Daily and monthly profit (receive via SMS or email)

HELP CHANNELS

Help via SMS	Help via USSD	Help via Web	WhatsApp
<ul style="list-style-type: none"> • SMS 'HELP or ?' to 182 • Keywords <ul style="list-style-type: none"> ○ Register/reg ○ Recharge ○ Discount/disc ○ Stock ○ Bank ○ Reset PIN ○ Ecocash 	<ul style="list-style-type: none"> • Dial *182# • Enter 0 for help • Choose help option 	<ul style="list-style-type: none"> • FAQs • Dealer & Corporate Instructions • Tax Clearance Info 	<ul style="list-style-type: none"> • Send 'Hi' to help line • Help via WhatsApp (+266) 6610 0100 • Keywords: REG, ECOCASH, BANK, RECHARGE, PIN