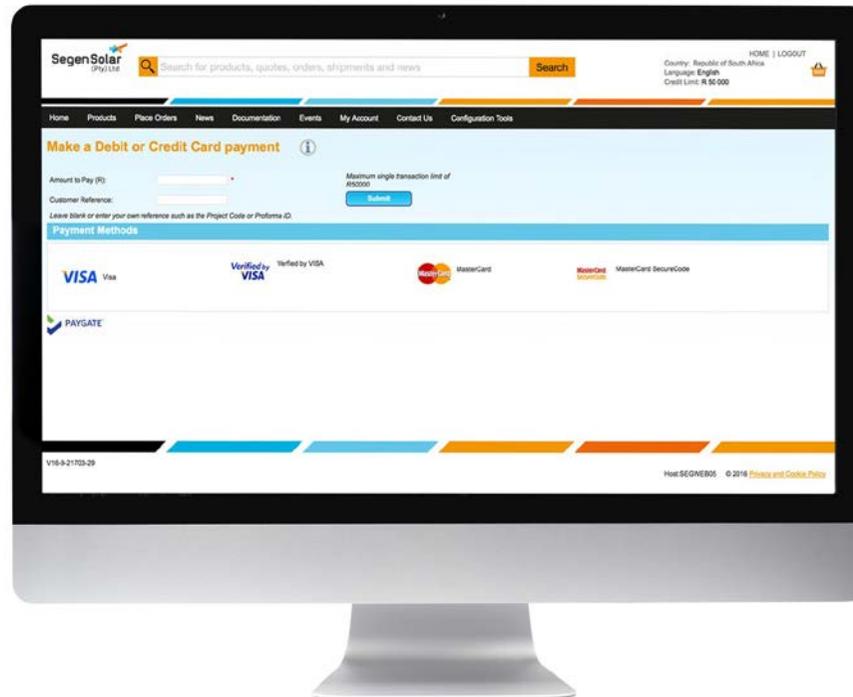


Making a Payment



What and where is the Make a Payment page?

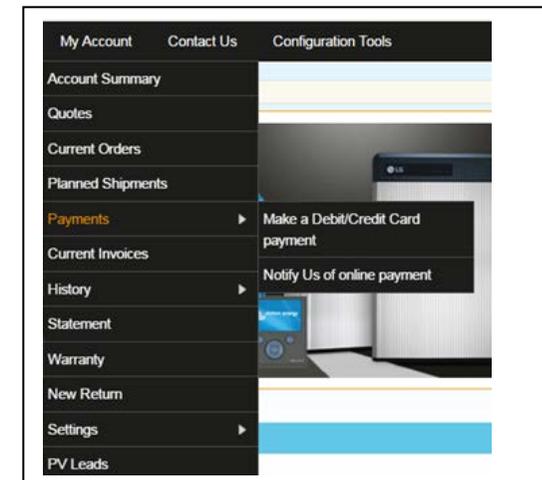
The “Make a Payment” page on the SegenSolar Online Portal can be found within the “My Account” menu option and enables you to:

- Make payments online, or
- Send notification of payments made via other methods such as online bank payments.

Why is it useful?

The payment functions in the SegenSolar Portal provide a host of benefits:

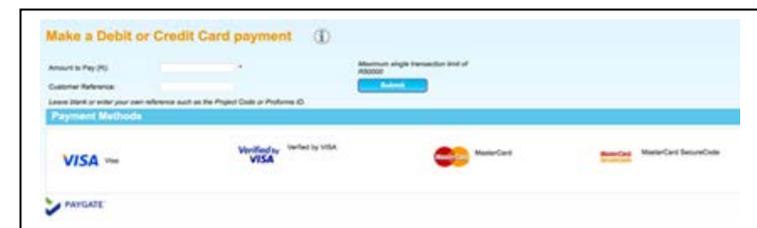
- Make payments quickly and easily ensuring your payment is immediately visible to the SegenSolar Finance team.
- Proof of payment notifications are instantly emailed to the SegenSolar Finance team for review. **PLEASE SEE NOTE 1: GUIDANCE REGARDING PROOF OF PAYMENTS**



Make a Debit/Credit Card Payment

This area lets you make payments online using Visa Debit, Visa Electron, MasterCard or Maestro, and is the most efficient way to pay as the payment is reflected on your SegenSolar account immediately and will enable an order to be picked and shipped.

- Input the amount you would like to pay and a reference for the payment (e.g. Project Code, Account Number, Proforma ID)
 - If you are viewing your shipment, simply select “make a payment” and the payment information will populate itself.
- From here you are taken to Paygate, secure online payment page to input your card details and payment details.

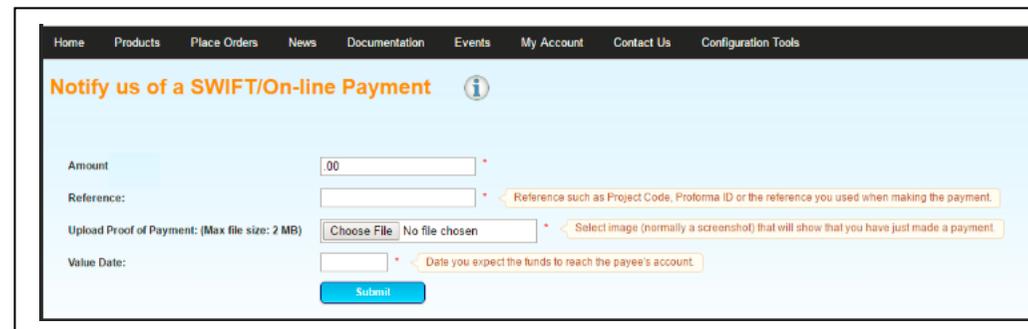


***Making payments via credit/debit cards will incur a 2% charge. This charge will also be subject to VAT**
PLEASE SEE NOTE 2: GUIDANCE REGARDING CREDIT/DEBIT CARD CHARGES

Note 1: Guidance Regarding Proof of Payments

Notifying SegenSolar that you have made payment of any kind is always beneficial:

- a) Bank transfer lead times vary so notifying the SegenSolar finance team in this way will ensure checks are made for cleared funds.
- b) Proof of payment notifications are instantly emailed to the SegenSolar Finance team for review.
- c) SegenSolar finance team aim to approve/decline proof of payment within 1 hour of a customer uploading a document. At busy times there may be a delay.
- d) Please ensure you reference your customer TAS Code on your bank payment so we know it comes from you, this can be found on your proforma invoice or in your portal Account Summary.



The screenshot shows a web form titled "Notify us of a SWIFT/On-line Payment" with an information icon. The form includes the following fields and instructions:

- Amount:** A text input field with ".00" entered.
- Reference:** A text input field with a tooltip that reads: "Reference such as Project Code, Proforma ID or the reference you used when making the payment."
- Upload Proof of Payment: (Max file size: 2 MB):** A file upload button labeled "Choose File" with "No file chosen" next to it. A tooltip reads: "Select image (normally a screenshot) that will show that you have just made a payment."
- Value Date:** A date input field with a tooltip that reads: "Date you expect the funds to reach the payee's account."

A blue "Submit" button is located at the bottom of the form.

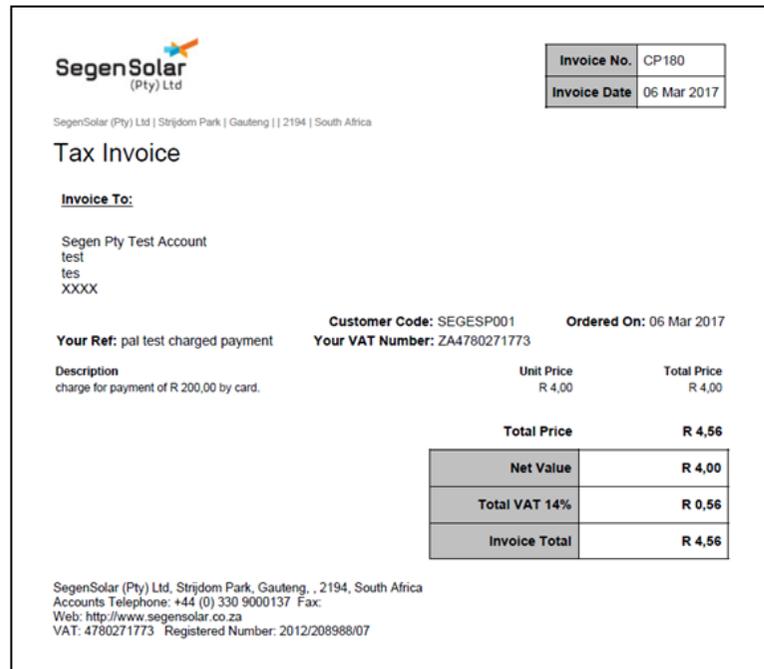
Please note the following regarding proof of payments:

- 1) Proof of Payments can only be accepted for a maximum of R75,000
- 2) No more than one proof of payment can be live at any one time
- 3) All fields within the "Notify Us of Online Payment" must be completely fully and correctly

Note 2: Guidance Regarding Credit/Debit Card Charges

When payment via credit/debit card is complete you will receive a confirmation email stating what has been paid including the 2% charge. Attached to the email will be an **Abridged VAT Receipt**. This receipt will enable you to claim back the VAT for the card charge element of the payment.

Example of an Abridged VAT Receipt:



Please note: The VAT invoice from SegenSolar issued when goods are dispatched will not detail the card charge. It is important to keep the abridged receipt as detailed above if you wish to reclaim the VAT in relation to the card payment charge.