

YOUR GUIDE TO THE MERCHANT PORTAL

Get Paid. JUST LIKE THAT.

Your step-by-step guide to signing up and accepting instant payments.

Before You Start: What To Have Ready

1. Your email address
2. SA ID card, Smart Card or Passport
3. Business registration number (if registered)
4. Business address
5. PayShap ID or bank account details
6. Supporting documents – ID photo and business registration

4 Steps. That's It.

1. Personal
2. Business
3. Payment
4. Documents
5. Submit

SIGN IN & VERIFY

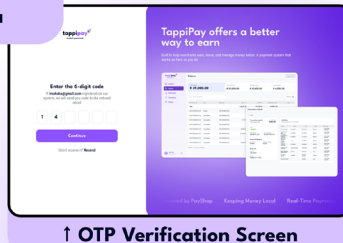
Visit tappipay.co.za and click Create Account.
You'll sign in with your email and a one-time code – no password to remember.

Sign In — Enter Your Email: What To Do:

- Go to the TappiPay merchant sign-up page
- Enter your email address in the field provided
- Click '**Next**' — a 6-digit code will be sent to your email
- If you already have an account, click '**Sign in**' instead



- Open your email inbox and find the TappiPay message
- Enter the 6 digits into the code boxes
- Click '**Continue**' to proceed
- Didn't receive it? Click '**Resend**'



1. PERSONAL INFORMATION

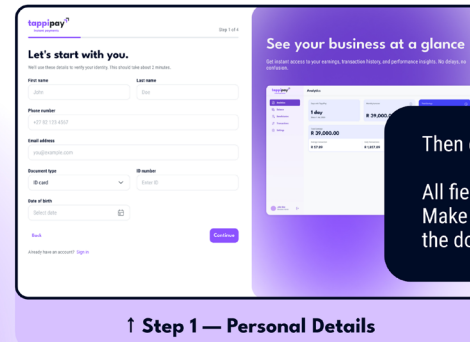
Tell us about yourself.
This takes about 2 minutes and is used to verify your identity securely.

Personal Information: Let's Start With You:

The first screen asks for your name, phone number and email address.
Once you select a document type, additional fields appear for your ID number and date of birth.

Fill in the following:

- **First name and Last name**
- **Phone number** — SA format, e.g. +27 82 123 4567
- **Email address**
- **Document type** — select ID Card, Smart Card or Passport
- **ID number** — your South African ID number
- **Date of birth** — select from the calendar



2. BUSINESS & FINANCIAL INFORMATION

Now tell us about your business.

This is used to set up your payment profile and assign your pricing tier based on expected monthly turnover.

- **Business name** — as registered or trading name
- **Business category** — select your industry
- **Business registration number** (if applicable)
- **Business address** — country, city, street, post code
- **Expected monthly turnover** — select the closest range

↑ Step 2 — Business & Financial

Select the range that best matches your expected sales:
Under R500k, R500k–R2M, or over R2M per year.
This determines your pricing tier.

3. PAYMENT INFORMATION - How You Get Paid

↑ Step 3 — Choose Payout Method

Choose how you'd like to receive payments.

You can use your **PayShop ID** (your mobile number registered with PayShop) or **link a bank account directly**.

You can update this later in Settings.

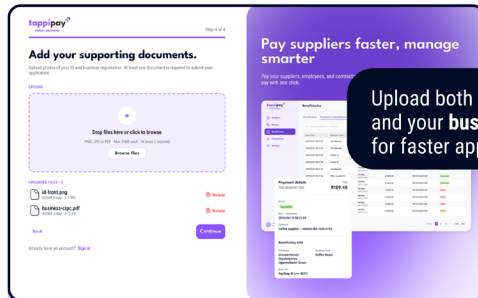
- Select **PayShop** and enter your PayShop ID, or
- Select **Bank account** and enter your banking details
- Click **Continue** to proceed to document upload

4. DOCUMENT UPLOAD - Add Your Supporting Docs

Upload a photo of your ID and your business registration document.

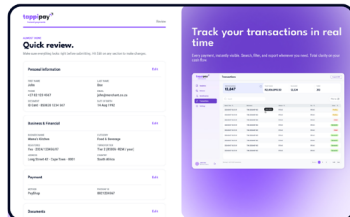
At least one document is required to submit your application.

- Drag and drop files, or **Browse files**
- Accepted formats: PNG, JPG, PDF
- Max file size: 5 MB per document
- At least 1 document required

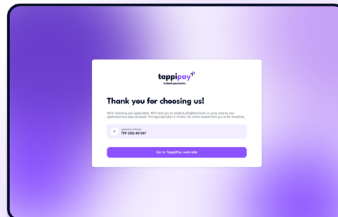


↑ **Step 4 — Upload Documents**

Upload both your ID (front) and your **business CIPC registration** for faster approval.



↑ **Review — Check before submitting**



↑ **Confirmation - Submitted**

YOU'RE DONE! What Happens Next?

Your application is reviewed within 3–5 minutes.

You'll receive a confirmation email with your Application Reference number (e.g. TPP-2026-001247).

Once approved, log in to your merchant dashboard to activate your QR stand and start accepting payments.

NOW IT'S UP TO YOU!

In your merchant box, you will receive a **window flyer and stickers**. Display these on your shop window or at your POS.

Earn More With The Tappi Reward System

The more customers who pay you through TappiPay, the lower your transaction fees.

By enrolling in our rewards program, you give customers a reason to choose TappiPay—putting more hard-earned profit back into your business.

Simply guide your customers on how to pay with TappiPay to start saving.

How to control it:

Toggle rewards on or off anytime in the Merchant Portal Settings.

Every merchant that is part of the rewards programme must display **Tappi The Duck** at their POS to signal to customers that they can earn these rewards.



THERE'S MORE TO LEARN...



VISIT WEBSITE:
www.tappipay.co.za

Visit the TappiPay website,
and scroll to the bottom.

Click on 'User Manuals'.

You will find a guide to
understanding the **Merchant Portal**,
which explains:

1. **Settings:** Personal & Business info, Preferences, and Subscription
2. **Analytics:** The dashboard merchants see first, and how to read it
3. **Balance:** The balance dashboard, filters, and statements
4. **Beneficiaries:** Adding beneficiaries and paying them, including quick pay
5. **Transactions:** Viewing transaction details and audit history

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