



### **How do I Register a member?**

- Telegram - <https://t.me/kerching>
- SMS - 0600866142 (with a message of "Hi") follow the prompts thereafter
- Website – [www.ker-ching.co.za](http://www.ker-ching.co.za)

### **How do I Register as a Merchant?**

- Telegram - <https://t.me/kerching>
- Website – [www.ker-ching.co.za](http://www.ker-ching.co.za)
- Merchant Agreement is available in the back office
- Go to "Me" then "Downloads"

### **How much is it to Register as a Member or Merchant?**

- REGISTRATION for the year is R 599 Per Annual
- There is NO monthly fees

### **What are the banking details of Ker-ching?**

- Ask a registered member to get the banking details from our back office or mail to [info@ker-ching.co.za](mailto:info@ker-ching.co.za) and request banking details



### **Where on the back-Office is the banking details?**

- Go to [www.ker-ching.co.za](http://www.ker-ching.co.za) and login in to the back office
- Go to "Me"
- Go to "My details"
- Registration details is on the Left
- Load E-wallet is on the Right

### **What are the Login Details for the back office?**

- Your User name is your Member number
- Your password is the last 5 digits of your ID or Passport number

### **I forgot my login details?**

- Send a mail to [support@ker-ching.co.za](mailto:support@ker-ching.co.za)
  - Full Name and Surname
  - Identity or Passport Number
  - Cell phone number

### **Who is the Referral on your on-line Membership or**

### **Merchant Registration?**

- It is the Pearson who told you about Ker-ching
- Enter his or her Cell number as reference



### **Do you accept cash payments?**

- We only except PAYSTACK, EFT, DEPOSITS
- Always use your ID or Passport number as Reference

### **In which countries can I sign new members up?**

- Currently ONLY in South Africa

### **When do I receive my Referral Rewards?**

- Successful registrations received by Wednesday will receive their weekly rewards on a Friday in their E-wallet

### **When do I get my Spending Rewards?**

- All spending reward is paid MONTHLY into your E-wallet

### **How can I see my Matrix?**

- Login to [www.ker-ching.co.za](http://www.ker-ching.co.za)
- Go to "ME"
- Go to "My Network"



### **Can I buy Airtime and Data?**

- Yes. Use your your E-wallet to purchase data

### **Can I buy my Electricity?**

- Yes. Use your your E-wallet to purchase electricity

### **Can I buy Vouchers?**

- YES. Use your E-wallet to purchase a Checkers Voucher or Pick n Pay

### **Do I have to use the FULL amount on a voucher?**

#### **CHECKERS:**

- No. Once you have the voucher code, load the funds on a Checkers gift card.
- The balance will remain
- Yes. If you use the voucher and NOT load it on a Gift card you will need to spend the full amount

#### **PICK N PAY:**

- No, keep your slip with the code which is re-usable until all funds are used



### **Can I load funds on my e-wallet?**

- Yes
- Go to [www.ker-ching.co.za](http://www.ker-ching.co.za) and login in to the back office
- Go to "Me"
- Go to "My details"
- Registration details is on the Left
- Load E-wallet is on the Right

### **Can I transfer money to another member?**

- Yes, use your e-wallet to do the transfer

### **What is the difference between the Personal and Loyalty balance on your e-wallet?**

- If a member has an amount in his personal wallet (ie: R 50) and another amount in his loyalty wallet (ie: R 200), he/she need to transfer funds from the loyalty wallet to his/her personal wallet before processing a transaction should you need to spend more than ie: R 50 out of their personal e-wallet
- No transaction can be performed from the loyalty wallet.
- An internal wallet transfer can be performed on the app to move the funds



### **Can I get a Ker-Ching Card?**

- We work on a Card-less system therefore you would need to download the Ker-Ching app. <https://wallet-lifestyl.ker-ching.co.za> or download the Ker-ching app from Play Store <https://play.google.com/store/apps/details?id=com.kineto.kerching.app&gl=ZA>

### **How do I pay at a Merchant?**

- Go to [www.ker-ching](http://www.ker-ching) and view the Video's
- 2D: (available on Ker-ching App)
- 2D: creates the QR code (On the Merchants Ker-ching App) for the member to scan through Member Ker-ching App to pay the Merchant.
- 2D Code (Digital numbers): The Ker-ching Merchant App create this code right underneath the QR Code.
- If the member experience problems to scan the QR code they can just type the 2D Digital code
- Or if the member does not have a smart phone, he/she will use the USSD code system and then load the 2D Digital code to pay the Merchant

### **How do I know were to purchase goods from a Ker-ching Merchant?**

- Registered Merchants will be listed on the web page



### **Where can I get Marketing Material?**

- Login to [www.ker-ching.co.za](http://www.ker-ching.co.za)
- Go to "ME"
- Go to "Downloads"

### **How can I contact Ker-ching?**

- [info@ker-ching.co.za](mailto:info@ker-ching.co.za)
- [support@ker-ching.co.za](mailto:support@ker-ching.co.za)