



Pre-paid Verification Services

User Manual



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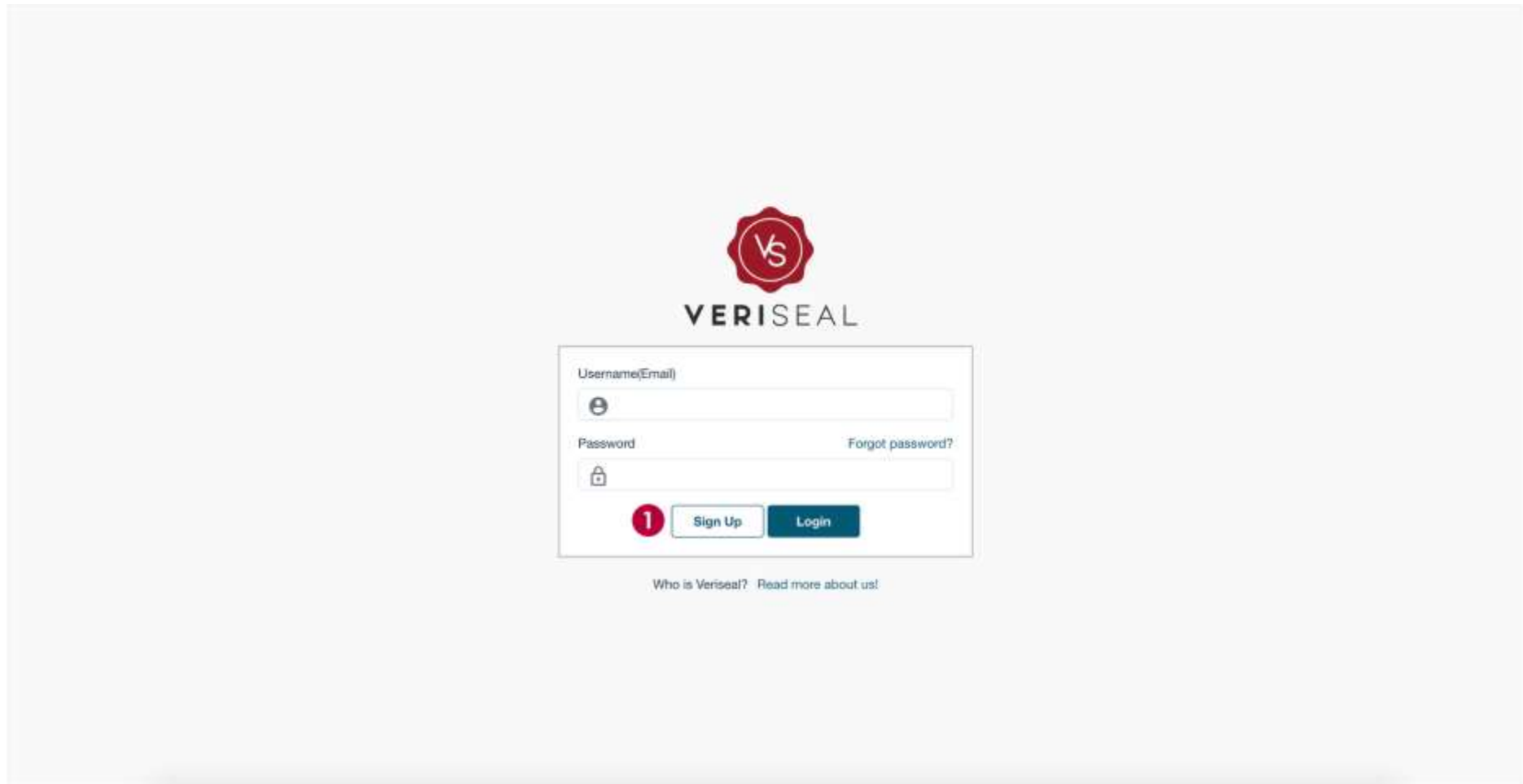
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1. Register

Enter www.veriseal.co.za, click on **Register for AVS**



Click on **sign up**



The **Client Registration form** will open. Make sure to complete all the required fields.

Enter the Company details and then continue to complete the Administrator's personal details. This will be the person responsible for managing your Company's account.

If you are registering as an individual and not as a company, submit the Company details.

Finally, remember to click on the terms and conditions before you click on Register. Please see the next page.

 **VERISEAL | Client Registration**

Company Name

Physical address

Postal address

VAT Number

Administrator

First Name

Last Name

ID Number

Designation

Mobile number

Office Number

Email

Register

Already have an account? [Log In](#)
[Who is Veriseal?](#) [Read more about us!](#)

2. Verify you email address

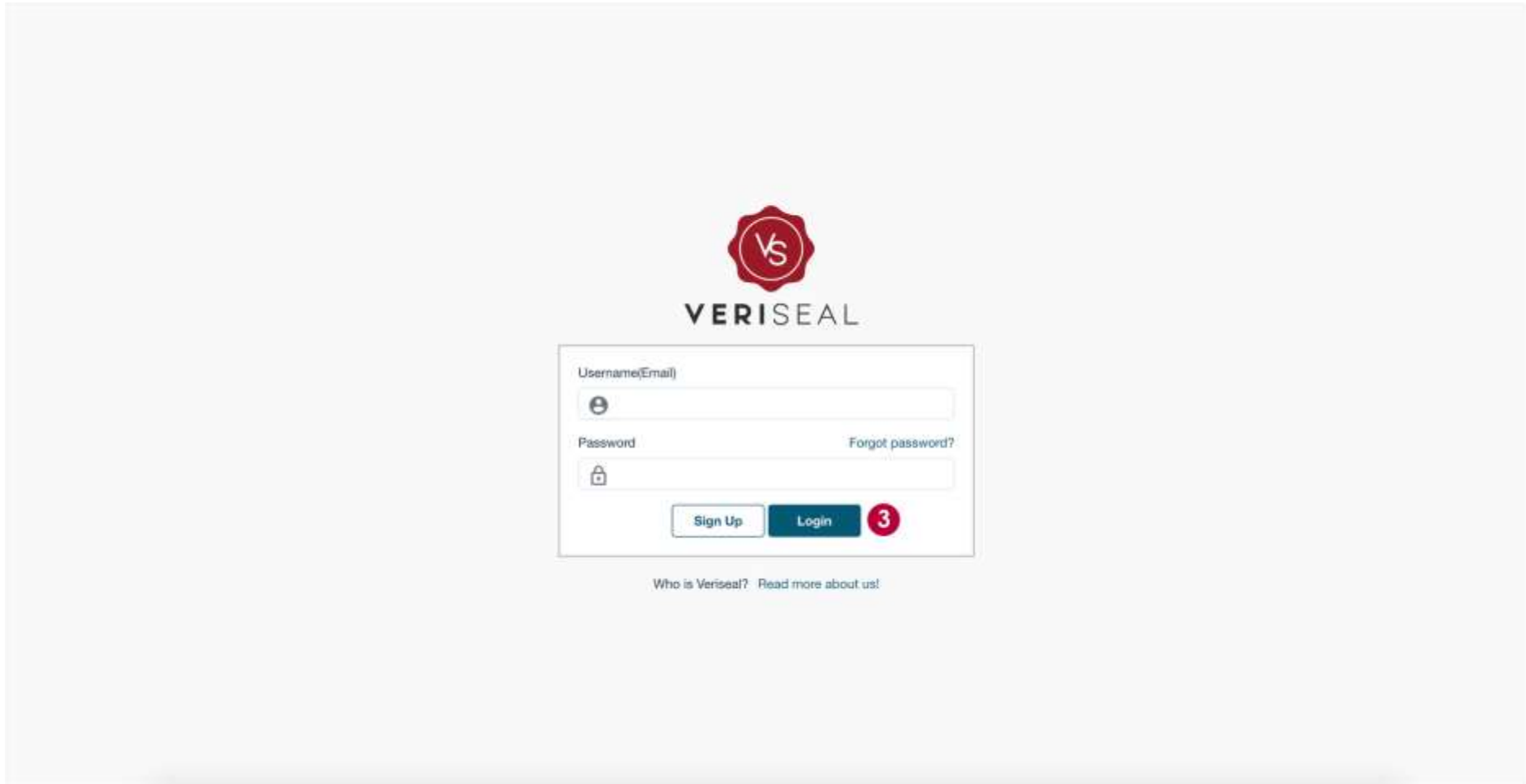
You will receive an email that will be sent to the registered email address.

Once you have opened the email, you will receive a once off password that you can enter for your first log in, thereafter you can create a unique password. If the registration email is not received within a few minutes, please check your spam folder in your emails or if blocked by network policies.

Restrictions: Company Name & Postal & Physical address: Alpha Numeric (No special Characters); Vat Number: Numeric or Empty (accepted); Name & Surname: Alphabetic; ID Number: Alpha Numeric (13 Character limit); Mobile & Office Number: Numeric (12 Character limit); Email: Alpha Numeric

3. Login to the Veriseal System

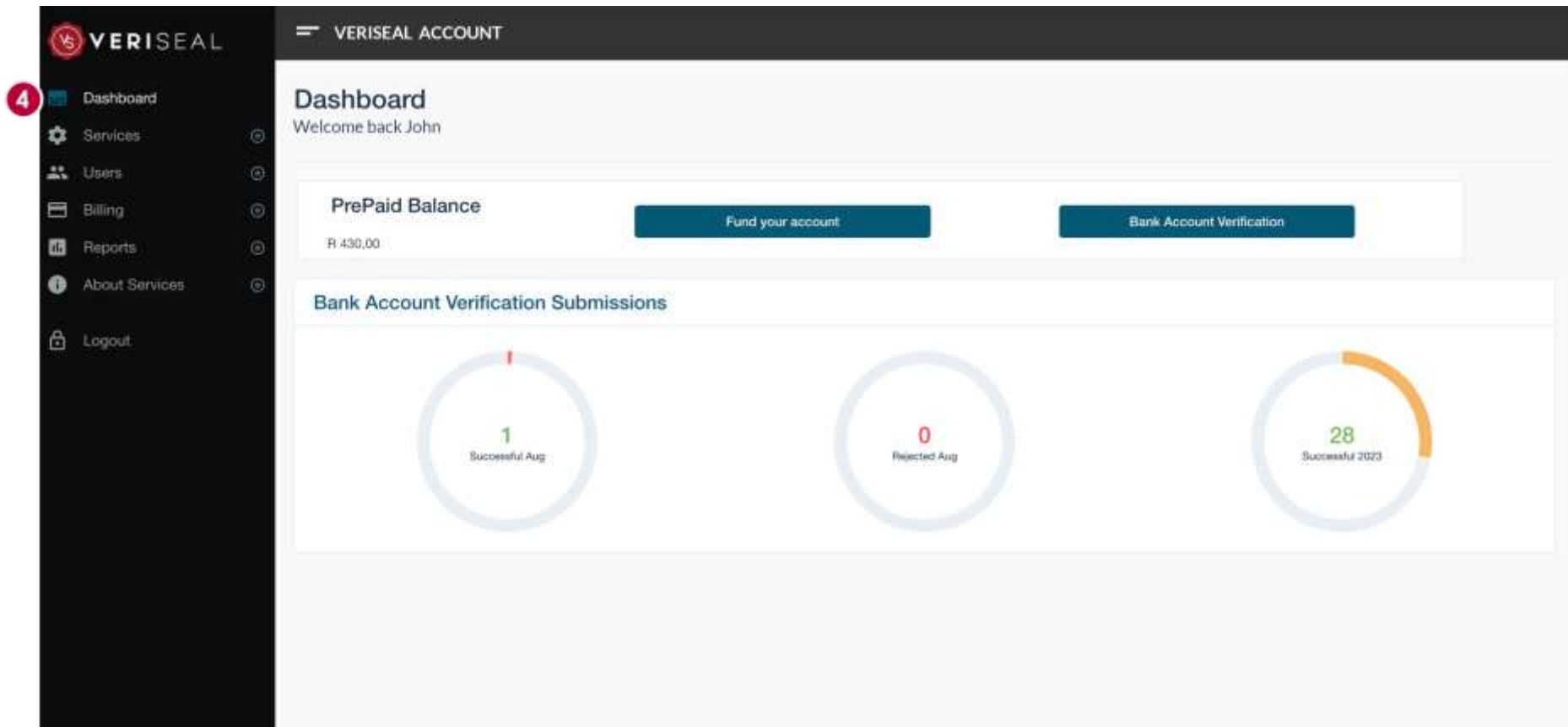
Once you have confirmed your email address you can now **log in** with the one-time password.



4. Dashboard

On the left side, the dashboard will be displayed. Options to **Fund the account** or to do a **verification** is available. Also displayed here are all the successful as well as rejected verifications.

Successful verifications are marked in Green. Rejected verifications are marked in Red. You will have a month view as well as a year (2023) view.



5. Services

5.1 Services – Bank Account Verify

You can select to verify an individual or an organisation on the right.

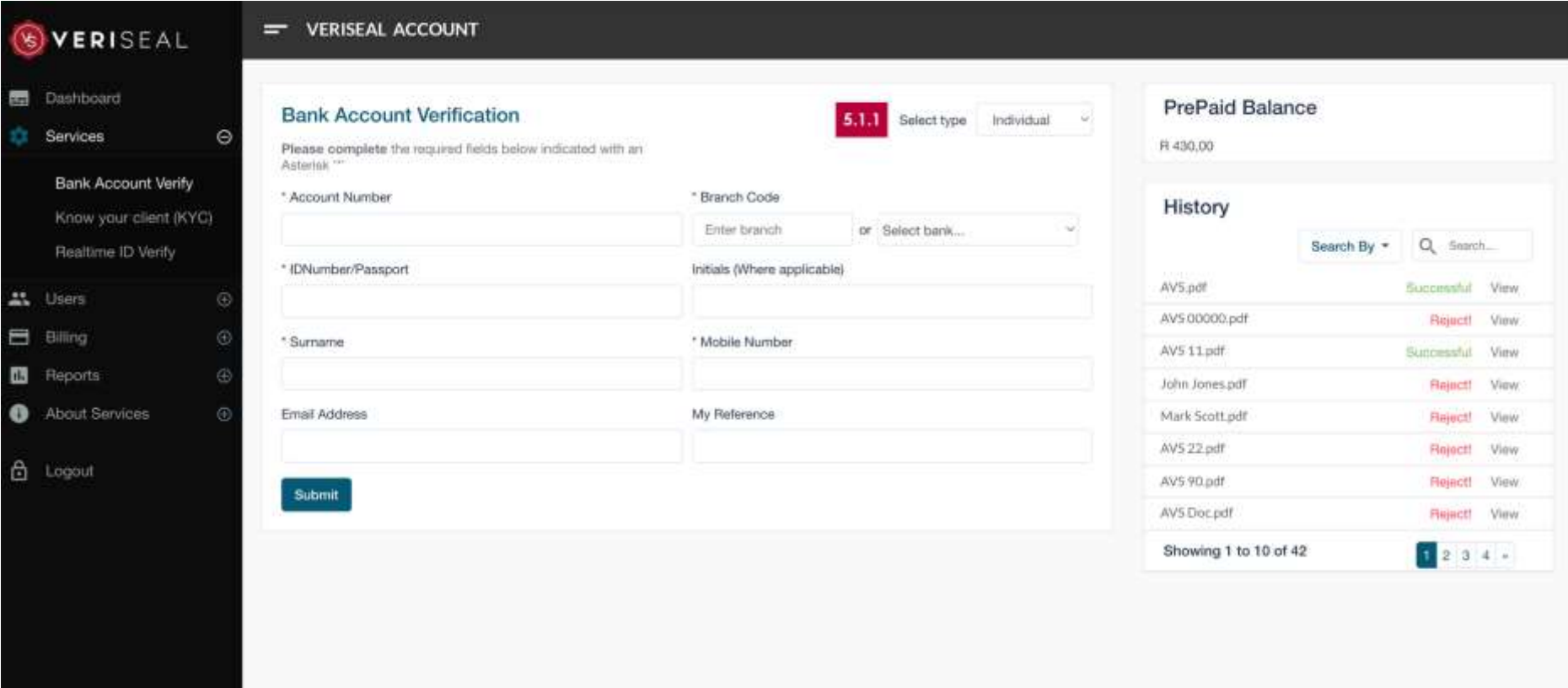
The screenshot shows the Veriseal Account interface for Bank Account Verification. The left sidebar contains navigation options: Dashboard, Services (highlighted with a red circle and '5.1'), Bank Account Verify (highlighted with a red circle and '5.1'), Know your client (KYC), Realtime ID Verify, Users, Billing, Reports, About Services, and Logout. The main content area is titled 'VERISEAL ACCOUNT' and 'Bank Account Verification'. It includes a 'Select type' dropdown menu set to 'Individual'. Below this, there are several input fields: * Account Number, * Branch Code (with 'Enter branch' and 'or Select bank...' options), * IDNumber/Passport, Initials (Where applicable), * Surname, * Mobile Number, Email Address, and My Reference. A 'Submit' button is located at the bottom left of the form. On the right side, there is a 'PrePaid Balance' section showing 'R 430,00' and a 'History' section with a search bar and a table of verification records.

File Name	Status	Action
AV5.pdf	Successful	View
AV5 00000.pdf	Reject!	View
AV5 11.pdf	Successful	View
John Jones.pdf	Reject!	View
Mark Scott.pdf	Reject!	View
AV5 22.pdf	Reject!	View
AV5 90.pdf	Reject!	View
AV5 Doc.pdf	Reject!	View

Showing 1 to 10 of 42

5.1.1 Individual Verification

Once you have selected **INDIVIDUAL**, complete the Account number (Numeric 16 Character Limit), Branch code/Select Bank (Numeric 6 Character Limit), ID number/Passport number (Alpha Numeric 13 Character Limit), Initials (where applicable), Surname (Alphabetic), Mobile Number (Numeric 12 Character Limit), Email Address (Alpha Numeric No Character Limit), My Reference (No Validation).



5.1.2 Organisation Verification

Once you have selected **ORGANISATION**, complete the Account Number (Numeric 16 Character Limit), Branch Code/Select Bank (Numeric 6 Character Limit), Organisation Registration No. (Alpha Numeric 13 Character Limit), Initials (where applicable), Organisation's Name (Alpha Numeric No Special Characters), Contact Number (Numeric 12 Character Limit), Email address (Alpha Numeric No Character Limit), My Reference (No Validation).

The screenshot shows the Veriseal Account interface. On the left is a dark sidebar with navigation options: Dashboard, Services (expanded to show Bank Account Verify, Know your client (KYC), and Realtime ID Verify), Users, Billing, Reports, About Services, and Logout. The main content area is titled 'VERISEAL ACCOUNT' and features a 'Bank Account Verification' form. A red box with '5.1.2' and a dropdown menu set to 'Organisation' are visible. The form includes fields for Account Number, Branch Code (with 'Enter branch' or 'Select bank..'), Organisation registration no., Initials (Where applicable), Organisation name, Contact Number, Email Address, and My Reference. A 'Submit' button is at the bottom left of the form. To the right, there is a 'PrePaid Balance' section showing 'R 430,00' and a 'History' section with a search bar and a table of verification records.

File Name	Status	Action
AV5.pdf	Successful	View
AV5 00000.pdf	Reject!	View
AV5 11.pdf	Successful	View
John Jones.pdf	Reject!	View
Mark Scott.pdf	Reject!	View
AV5 22.pdf	Reject!	View
AV5 90.pdf	Reject!	View
AV5 Doc.pdf	Reject!	View

Showing 1 to 10 of 42

On the far right your **Pre-Paid Balance** will be displayed as well as your **History** of verifications and the results. You can also use the Search By function to find verifications easily.

The screenshot displays the Veriseal Account dashboard. On the left is a dark sidebar with navigation options: Dashboard, Services (with sub-items: Bank Account Verify, Know your client (KYC), Realtime ID Verify), Users, Billing, Reports, About Services, and Logout. The main content area is titled 'VERISEAL ACCOUNT' and features a 'Bank Account Verification' form. The form includes a 'Select type' dropdown set to 'Organisation' and a note: 'Please complete the required fields below indicated with an Asterisk *'. The form fields are: * Account Number, * Branch Code (with sub-fields 'Enter branch' and 'or Select bank..'), * Organisation registration no., Initials (Where applicable), * Organisation name, * Contact Number, Email Address, and My Reference. A blue 'Submit' button is at the bottom left of the form. To the right of the form are two summary cards: 'PrePaid Balance' showing 'R 430,00' and 'History'. The History card has a 'Search By' dropdown and a search input. Below it is a table of verification records:

File Name	Status	Action
AV5.pdf	Successful	View
AV5 00000.pdf	Reject!	View
AV5 11.pdf	Successful	View
John Jones.pdf	Reject!	View
Mark Scott.pdf	Reject!	View
AV5 22.pdf	Reject!	View
AV5 90.pdf	Reject!	View
AV5 Doc.pdf	Reject!	View

At the bottom of the History section, it says 'Showing 1 to 10 of 42' with a pagination control showing page 1 selected and options for 2, 3, and 4.

5.2 Services – Know Your Client

Complete the ID/Passport Number, Date of Birth, Name, Surname, Address Line 1,2,3, and 4, Postal Code and Reference. Verify that you are legally entitled.

The screenshot shows the Veriseal 'Know Your Client' (KYC) form. The left sidebar contains navigation items: Dashboard, Services (5.2 Know your client (KYC)), Bank Account Verify, Realtime ID Verify, Users, Billing, Reports, About Services, and Logout. The main form area is titled 'Know Your Client' and includes a note: 'Please complete the required fields below indicated with an Asterisk *'. The form fields are: * IDNumber/Passport, Date of Birth (format: yyyy/mm/dd), Name, * Surname, * Address Line 1, * Address Line 2, Address Line 3, Address Line 4, * Postal Code, and Reference. A checkbox at the bottom states: 'I verify that I am legally entitled in terms of the POPI-Act to conduct this search.' A 'Submit' button is located at the bottom left of the form. To the right of the form, there is a 'PrePaid Balance' section showing 'R 430,00' and a 'History' table. The history table has a search bar and a list of records with columns for ID Number, status, and a 'View' link.

ID Number	Status	Action
Jim James.pdf	Successful	View
Joans KYC.pdf	Successful	View
G5 McGregor.pdf	Successful	View
Lee Mason.pdf	Successful	View
Lee Mason.pdf	Successful	View
KYC March.pdf	Successful	View
KYC 3.pdf	Reject	View
KYC 2.pdf	Reject	View

5.3 Services – ID Verification

Complete the ID/Passport Number, Name, Surname, and Reference. Verify that you are legally entitled.

The screenshot shows the Veriseal account dashboard with a sidebar on the left containing navigation options: Dashboard, Services (expanded), Bank Account Verify, Know your client (KYC), **5.3 Realtime ID Verify**, Users, Billing, Reports, About Services, and Logout. The main content area is titled 'Realtime Identity Verification' and includes a form with the following fields: IDNumber/Passport (marked with an asterisk), Name, Surname, and Reference. A checkbox below the form reads 'I verify that I am legally entitled in terms of the POPI-Act to conduct this search.' A 'Submit' button is located at the bottom of the form. To the right of the form, there is a 'PrePaid Balance' section showing 'R 430,00' and a 'History' table. The history table has a search bar and a dropdown for 'ID Number'. It lists several verification attempts with their status and a 'View' link.

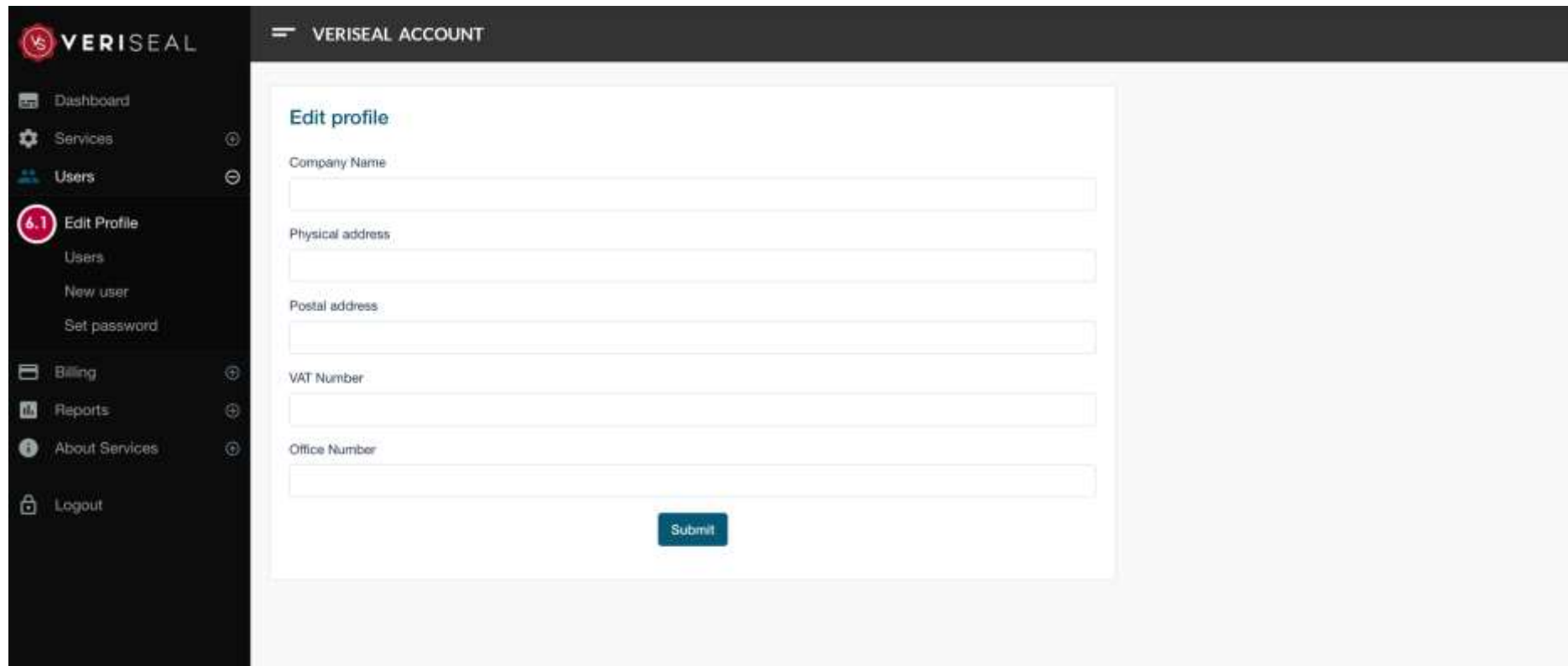
ID Number	Status	Action
Samantha Scott.pdf	Successful	View
IDV 9.pdf	Successful	View
JJ.pdf	Successful	View
Michael Hill.pdf	Successful	View
IDV 8.pdf	Successful	View
Gill Samuels.pdf	Successful	View
IDV 7.pdf	Reject	View
IDV 6.pdf	Reject	View

Showing 1 to 10 of 42 | 1 2 3 4 »

6. Users

6.1 Edit Profile

This is where you can update your Organisation's details.



The screenshot shows the 'Edit profile' page within the Veriseal Account interface. The page has a dark sidebar on the left with the Veriseal logo and navigation menu. The main content area is titled 'Edit profile' and contains five text input fields for: Company Name, Physical address, Postal address, VAT Number, and Office Number. A blue 'Submit' button is located at the bottom center of the form.

VERISEAL VERISEAL ACCOUNT

Edit profile

Company Name

Physical address

Postal address

VAT Number

Office Number

Submit

6.2 Users

Here a list of all your organisation's users will appear once you have added them onto your account.

VERISEAL ACCOUNT

Users

Show: 10 entries Search:

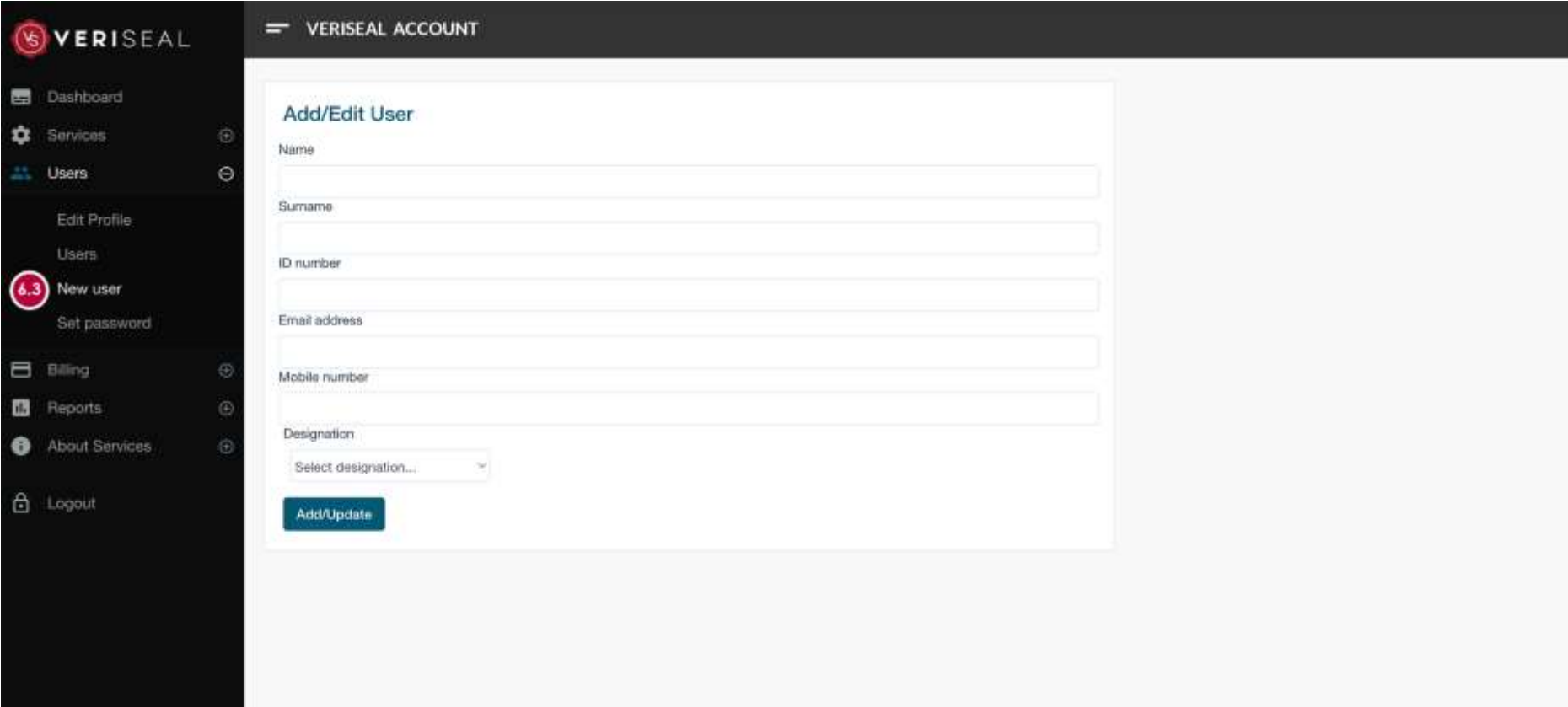
NAME	SURNAME	EMAIL	MOBILE NUMBER	DESIGNATION	ACTIVE	ACTIONS
XXX	XXX	XXX	XXX	BOK	Yes	
XXX	XXX	XXX	XXX	OTH	Yes	
XXX	XXX	XXX	XXX	PST	Yes	
XXX	XXX	XXX	XXX	PST	No	
XXX	XXX	XXX	XXX	CEO	Yes	
XXX	XXX	XXX	XXX	PST	Yes	
XXX	XXX	XXX	XXX	PST	No	
XXX	XXX	XXX	XXX	OTH	No	
XXX	XXX	XXX	XXX	PST	No	
XXX	XXX	XXX	XXX	PST	No	

Showing 1 to 10 of 18 entries

Previous 1 2 Next

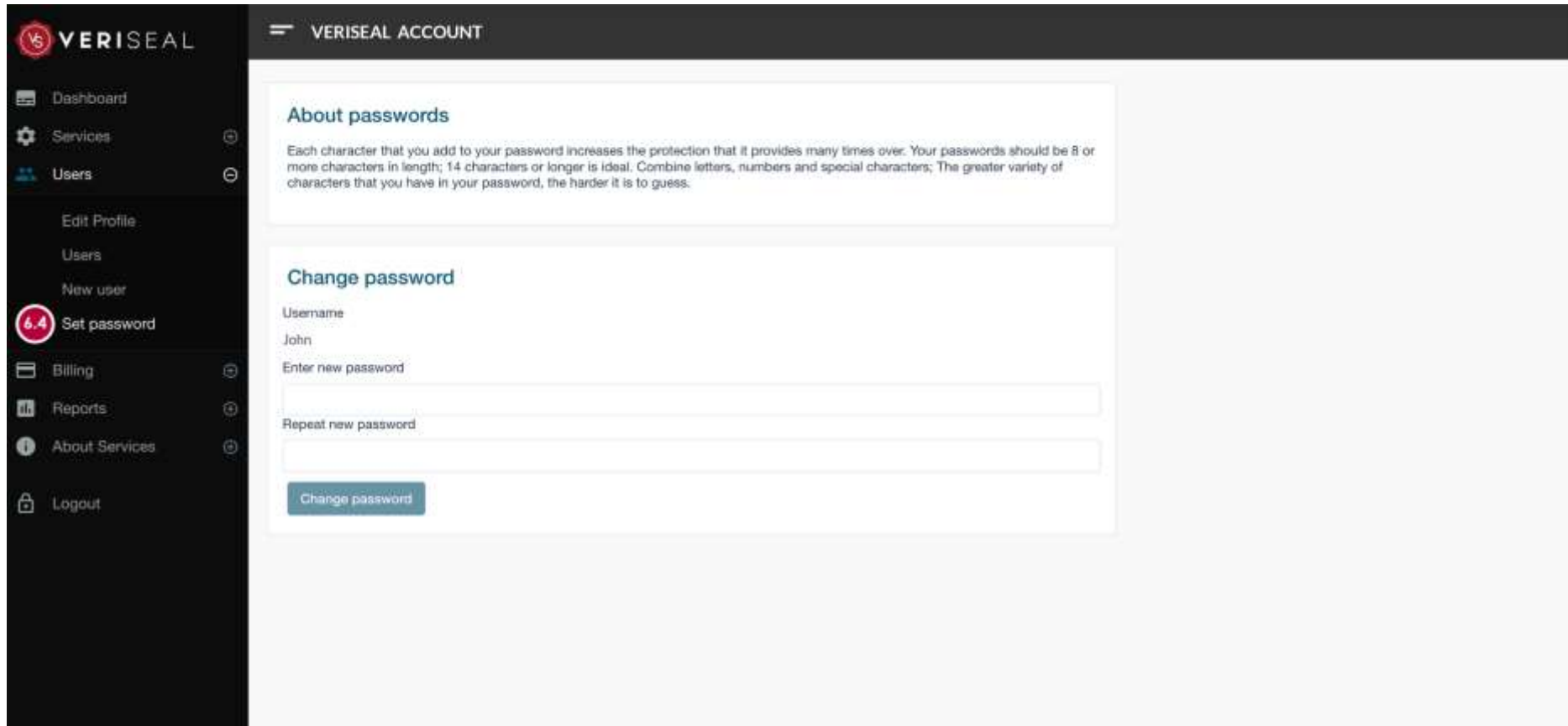
6.3 New User

You can issue or edit employee details with usernames. Enter their Name (Alphabetic), Surname (Alphabetic), ID Number (Alpha Numeric 13 Character Limit), Email Address (Alpha Numeric No Character Limit), Mobile Number (Numeric 12 Character Limit), Designation (Alphabetic) and click on Add.



6.4 Set Password

If you have forgotten your password, just click on Forgot password at the **Sign in page** and a reset password email will be sent to you. If you want to change your password, you can click on Set password under **Users** and change it by entering your new password here.



The screenshot displays the 'VERISEAL ACCOUNT' interface. On the left is a dark sidebar with a navigation menu including: Dashboard, Services, Users (with sub-items: Edit Profile, Users, New user), **6.4 Set password** (highlighted with a red circle), Billing, Reports, About Services, and Logout. The main content area is titled 'VERISEAL ACCOUNT' and contains two sections: 'About passwords' and 'Change password'. The 'About passwords' section provides advice on password strength. The 'Change password' section includes a form with fields for 'Username' (pre-filled with 'John'), 'Enter new password', and 'Repeat new password', followed by a 'Change password' button.

VERISEAL ACCOUNT

About passwords

Each character that you add to your password increases the protection that it provides many times over. Your passwords should be 8 or more characters in length; 14 characters or longer is ideal. Combine letters, numbers and special characters; The greater variety of characters that you have in your password, the harder it is to guess.

Change password

Username
John

Enter new password

Repeat new password

[Change password](#)

7. Billing

Your account is pre-funded by yourself which eliminates unauthorized transactions. Our funding service is powered by Nedbank. Enter the debit card or credit card account's details: Title, First Name, Last Name and then you can click on Buy.

Listed below, the buy option, displays the number of Transactions, date and status: Successful; Pending; Rejected (with the reason).

The screenshot displays the Veriseal Account interface. On the left is a dark sidebar with navigation options: Dashboard, Services, Users, Billing, Fund your account (highlighted with a red circle and the number 7), Reports, About Services, and Logout. The main content area is titled 'VERISEAL ACCOUNT' and features a 'Fund Your Account' section powered by NEDBANK. This section includes a form with fields for Amount (a dropdown menu), Title (Mr), FirstName (John), and LastName (Jones), along with a 'Buy' button. To the right of the form is a 'PrePaid Balance' box showing R 430,00. Below the form is a 'Transactions' section with a search bar and a table listing recent transactions.

DATE	AMOUNT	REFERENCE	STATUS
2023-07-26 13:58:02	R 100,00	656354	Successful
2023-07-26 12:53:21	R 100,00		Unsuccessful
2023-07-25 11:06:07	R 100,00		Unsuccessful
2023-06-06 08:43:26	R 100,00		Unsuccessful

8. Reports

8.1 Bank Account Verification

All verifications are archived which allows you to search, download or print in a PDF format.

The screenshot displays the Veriseal Account dashboard. On the left is a dark sidebar with navigation options: Dashboard, Services, Users, Billing, Reports, Bank Account Verify (highlighted with a red circle and '8.1'), Know your client, Realtime ID verification, Audit log, About Services, and Logout. The main content area is titled 'VERISEAL ACCOUNT' and 'AVS-R History (All User Data)'. It features a 'View All in Company' button, a 'Show 10 entries' dropdown, and a search bar. Below is a table with one entry:

STATUS	SURNAME/COMPANY	ACCOUNT	ID NUMBER	DATE	REFERENCE	FILENAME
Successful	AJ Attorneys Ltd	123456789	123456789	2021-05-24		AJ Attorneys Ltd.pdf View PDF

8.2 Know Your Client

All verifications are archived which allows you to search, download or print in a PDF format.

VERISEAL VERISEAL ACCOUNT

KYC History (All User Data)
[View All in Company](#)

Show 10 entries Search:

ID NO MATCH STATUS	TRANSACTIONID	DATE	SURNAME	ID NUMBER	REFERENCE	FILENAME
Confirmed : SLA Compliant (KYC Confirmed)	123456789	2/12/2022 7:50:41 AM	Mason	123456789	VKYC	Mason KYC.pdf View PDF

8.3 ID Verification

All verifications are archived which allows you to search, download or print in a PDF format.

The screenshot shows the Veriseal account dashboard. On the left is a dark sidebar with the Veriseal logo and navigation menu items: Dashboard, Services, Users, Billing, Reports, Bank Account Verify, Know your client, Realtime ID verification (highlighted with a red circle and '8.3'), Audit log, About Services, and Logout. The main content area is titled 'VERISEAL ACCOUNT' and 'Realtime ID Verification History (All User Data)'. It includes a 'View All in Company' button, a 'Show 10 entries' dropdown, and a search box. Below is a table with columns: ID NO MATCH STATUS, TRANSACTIONID, DATE, SURNAME, ID NUMBER, REFERENCE, and FILENAME. A single row is visible with the status 'Matched', transaction ID '123456789', date '2/12/2022 7:50:41 AM', surname 'Mason', ID number '123456789', reference 'VIDV', and filename 'Mason IDV.pdf'. A 'View PDF' button is located at the end of the row.

ID NO MATCH STATUS	TRANSACTIONID	DATE	SURNAME	ID NUMBER	REFERENCE	FILENAME
Matched	123456789	2/12/2022 7:50:41 AM	Mason	123456789	VIDV	Mason IDV.pdf

8.4 Audit Log

View which user has been doing verifications with the date, time, and action.

VERISEAL ACCOUNT

Activity History

Show 10 entries Search:

DATE	USER	ACTION
2023-08-25 11:05:32	JJ	Login->GetUser Successful
2023-08-25 10:42:26	JJ	Login->GetUser Successful
2023-08-24 05:59:57	JJ	Login->GetUser Successful
2023-08-24 05:53:03	JJ	Login->GetUser Successful
2023-08-23 13:31:10	JJ	AVSR request successful
2023-08-23 13:24:10	JJ	Login->GetUser Successful
2023-08-22 13:52:41	JJ	Login->GetUser Successful
2023-08-22 11:42:44	JJ	Login->GetUser Successful
2023-08-15 09:54:40	JJ	Login->GetUser Successful
2023-07-31 07:28:35	JJ	Login->GetUser Successful

Showing 1 to 10 of 1,638 entries Previous 1 2 3 4 5 ... 164 Next

9. About Services

9.1 Services

Accountholder Verification Service – Realtime (AVS-R), ID Verification (IDV), and Know Your Client Verification (KYC) is explained here with the cost and Participating Banks.

The screenshot displays the Veriseal Test Account dashboard. The left sidebar contains navigation options: Dashboard, Services, Users, Billing, Reports, About Services, Services (highlighted with a red circle and '9.1'), Help, and Logout. The main content area is titled 'VERISEAL TEST ACCOUNT' and features a section for 'Accountholder Verification Service – Realtime (AVS-R)'. This section includes a definition of AVS-R, a list of information compared during verification, a list of participating banks, and the AVS-R charges.

Accountholder Verification Service – Realtime (AVS-R)

Bank account verification (AVS-R) is a service where details supplied to the bank are compared to details in the bank's records. The details are verified by way of a positive or negative response. The correct details are not disclosed to the user.

This is an excellent tool to verify that payments are made into the correct bank account to combat online fraud and errors.

The following information is compared:

- Account number
- ID Number / Company registration no / Trust registration no
- Surname / Company name / Trust name
- Cell phone number registered on the bank account
- The E-mail address registered on the bank account
- Account is open
- The account is open for more than 3 months
- Account accepts debits (Debit orders can be run against this account)
- Account accepts credits (Payments can be made into this account from another bank)

When the Account number and the ID number match it indicates a successful verification

Participating Banks

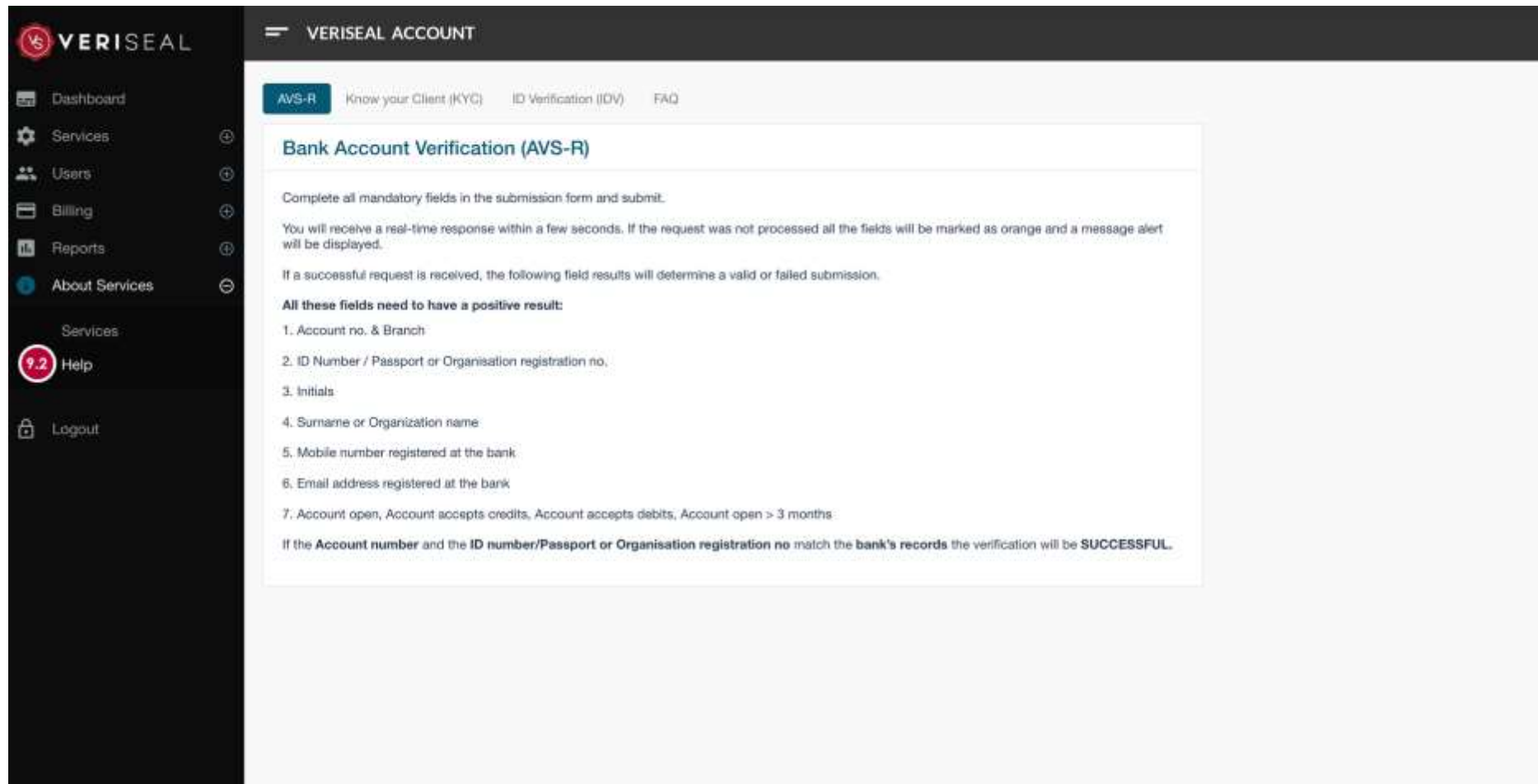
ABSA	African Bank
Capitec	Discovery
Finbond	First National Bank
Grinrod Bank	Investec
Nedbank	Sasfin Bank
Standard Bank	Tyme Bank

AVS-R Charges

R 5,00 per transaction

9.2 Help

Here you can find FAQs regarding the AVS-R, IDV, and KYC service, as well as general FAQ's and what you require to run a verification.



The screenshot shows the Veriseal Account interface. On the left is a dark sidebar with the Veriseal logo and navigation menu items: Dashboard, Services, Users, Billing, Reports, About Services, Services, Help (highlighted with a red circle and '9.2'), and Logout. The main content area is titled 'VERISEAL ACCOUNT' and has tabs for 'AVS-R', 'Know your Client (KYC)', 'ID Verification (IDV)', and 'FAQ'. The 'AVS-R' tab is active, displaying the 'Bank Account Verification (AVS-R)' section. The text in this section provides instructions for using the service, including a list of seven mandatory fields for a successful verification: 1. Account no. & Branch, 2. ID Number / Passport or Organisation registration no., 3. Initials, 4. Surname or Organization name, 5. Mobile number registered at the bank, 6. Email address registered at the bank, and 7. Account open, Account accepts credits, Account accepts debits, Account open > 3 months. A final note states that if the account number and ID number/passport or organization registration number do not match the bank's records, the verification will be successful.

VERISEAL

VERISEAL ACCOUNT

AVS-R Know your Client (KYC) ID Verification (IDV) FAQ

Bank Account Verification (AVS-R)

Complete all mandatory fields in the submission form and submit.

You will receive a real-time response within a few seconds. If the request was not processed all the fields will be marked as orange and a message alert will be displayed.

If a successful request is received, the following field results will determine a valid or failed submission.

All these fields need to have a positive result:

1. Account no. & Branch
2. ID Number / Passport or Organisation registration no.
3. Initials
4. Surname or Organization name
5. Mobile number registered at the bank
6. Email address registered at the bank
7. Account open, Account accepts credits, Account accepts debits, Account open > 3 months

If the **Account number** and the **ID number/Passport or Organisation registration no** match the **bank's records** the verification will be **SUCCESSFUL**.