



HOW TO

Communicate
with the Bank
and Change
Deals on the
MotoData
System

STEP 1

ACCESS THE
WEBSITE

In your web browser go to **www.motodata.co.za**



STEP 2

SIGN-IN TO
THE SYSTEM

Select the 'SIGN-IN' button in the top right corner.



Enter your username and password in the respective fields.

A screenshot of the MotoData login and registration form. It features the MotoData logo at the top. Below it are two input fields: 'Enter your email' and 'Enter your Password'. A red box highlights both fields, with a red line connecting it to the text instruction above. Below the fields are 'LOG IN' and 'REGISTER' buttons. At the bottom, there are links for 'Forgot Password?', 'Select your language preference', 'Privacy policy', and 'Terms of use'.

STEP 3

VIEWING
SUBMITTED
DEALS

System Declined:

Declined Deals are displayed in the 'APPLICATIONS' section, not the 'MY OUTSTANDING TASKS' section.

Should the Approval Status change to 'Declined' and the Application Status read 'Minimum Requirements Not Met', this will mean that the deal was declined based on basic rules supplied by the bank:

Current Bank User	Last Action Date	Application Number	Customer	Applied For	Loan Provider	Approval Status	Application Status	Actions
	09 Sep 2019 (04:09 PM)	0000000377MDA	Testing Demo	OwnVehicle 356y Corolla 124,000.00	CAPITEC	Declined	Minimum Requirement Not Met	→ ↺

Click the arrow button to display the reason for System Decline:

Application Status

Minimum Requirement Not Met

Credit Filter Status

Offer Price Exceeds Maximum Weekly Income Amount

NOTES

Date Created	Create User	Notes
No records found.		

In this case the customer owns weekly income and will not be allowed to borrow the specified amount.

The details of the application can be altered by clicking on the reapply button. This will open the application and allow you to make changes before resubmitting the application to the bank.

Bank Declined:

Declined Deals are displayed in the 'APPLICATIONS' section, not the 'MY OUTSTANDING TASKS' section.

Should the application be declined by the bank, the Application Status will change to read 'Prelim Bank Declined'.

Current Bank User	Last Action Date	Application Number	Customer	Applied For	Loan Provider	Approval Status	Application Status	Actions
Willie	04 Sep 2019 (03:18 PM)	0000000365MDA	Azibuko	OwnVehicle TEST TEST 352,400.00	CAPITEC	Declined	Prelim Bank Declined	→ ↺

Once again, the reason can be viewed by clicking the arrow button.

Application Status
Prelim Bank Declined
Credit Filter Status
Credit Score Greater Than Bureau Score
Additional Decline Reason
sdadad

Bank Approved:

Should the bank approve the application, it will then reflect in the 'MY OUTSTANDING TASKS' section and not the 'APPLICATIONS' section.

The task description will prompt you for the next step in the process.

MotoData CONNECT • ENABLE • EMPOWER									
MY OUTSTANDING TASKS									
Customer Name	Applied For	Dealer	Process name	Task Description	Last action user	Status	Due Date	RAG	Action
OWEN BORCHARDT	OwnVehicle TEST TEST 352,486.00	VEHICLE FINANCE	Application Approval	Approval Done – Validations Done. Final Client Contracting Required	Henco Hugo	Underway	05 Sep 2019	●	➔
Northuko Mazbuko	OwnVehicle TEST TEST 352,486.00	VEHICLE FINANCE	Application	Deliver Vehicle Upload Delivery Note & NATIS Mazbuko, Northuko	Henco Hugo	Underway	04 Sep 2019	●	➔
Cameron Gordon	OwnVehicle TEST TEST 196,866.00	VEHICLE FINANCE	Application	Deliver Vehicle Upload Delivery Note & NATIS Gordon, Cameron	Henco Hugo	Underway	23 Aug 2019	●	➔

STEP 4

REACTIVATING DEALS AND RESUBMITTING DECLINED DEALS

Note the Application Status in the following scenarios:

- System declined: Minimum Requirements Not Met
- Bank declined: Prelim Bank Declined.

CONNECT • ENABLE • EMPOWER									
OUTSTANDING TASKS									
Current Bank User	Last Action Date	Application Number	Customer	Applied For	Loan Provider	Status	Application Status	Actions	
jms@capitecbank.co.za	10 Sep 2019 (12:56 PM)	0000001006MD A	PRISCILLA MEYER	Vehicle VOLKSWAGEN GOLF VI 2.0 TSI R DSG Motor Vehicle	CAPITEC	Minimum Criteria not met	Prelim Bank Declined	➔	🔄
jms@capitecbank.co.za	10 Sep 2019 (12:34 PM)	0000000847MD A	PRISCILLA MEYER	Vehicle MITSUBISHI TRITON 2.5 Di-D 4X4 P/U D/C Motor Vehicle	CAPITEC	Did not qualify Signio	Prelim Bank Declined	➔	🔄

A deal that is either System declined or Bank declined can be resubmitted to the bank for reconsideration by making some adjustments. To do so, access the deal in the 'APPLICATIONS' section on the navigation bar and then click the reapply button.

You will be promoted to provide a reason for the reapply:

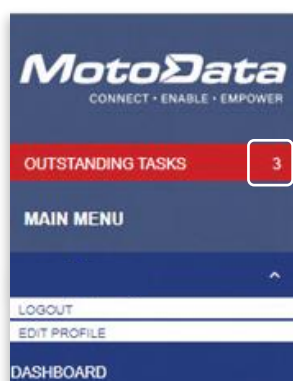
Select a reason from the dropdown options, enter any additional comments necessary and then select 'SUBMIT'.

The application will then open and allow for changes to be made before resubmitting to the bank.

STEP 5

RECEIVING APPROVALS AND CLOSING A DEAL

Approved Deals will display in 'MY OUTSTANDING TASKS'. The number indicates the amount of deals awaiting your attention:



Number of tasks requiring action. This applies to both conditionally approved and final approval.

Outstanding applications will remain in your tasks list until they are either submitted to the bank or cancelled.

How to Remove a Task on Your Outstanding Tasks List

Access your outstanding tasks:

MY OUTSTANDING TASKS									
ALL OUTSTANDING TASKS									
Customer Name	Applied For	Dealer	Process name	Task Description	Last action user	Status	Due Date	RAG	Action
Nonthuko	Own Vehicle 356y Corolla 111,111.00	VEHICLE FINANCE	Application Approval	Prelim Assessment Passed with Different Conditions – Pending outstanding documents	Henco	Underway	12 Sep 2019	Green	➔
Mazibuko	Own Vehicle TEST TEST 352,400.00	VEHICLE FINANCE	Application	Deliver Vehicle Upload Delivery Note & NATIS Mazibuko, Nonthuko	Henco	Underway	04 Sep 2019	Red	➔

Click the arrow button to access the required deal and then select 'CANCEL APPLICATION':

TASK: PRELIM ASSESSMENT PASSED WITH DIFFERENT CONDITIONS - PENDING OUTSTANDING DOCUMENTS

Task Instruction: Prelim Assessment Passed with Different Conditions - Pending outstanding documents

Previous Application Number: 0000000365MDA

Application Status: Application Received

Reapply Reason: Change of terms

TASK ACTION

✓ SUBMIT **! CANCEL APPLICATION**

You will be promoted to provide a reason for the cancellation:

Select a reason from the dropdown options, enter any additional comments necessary and then select 'SUBMIT'.

CANCEL APPLICATION

Cancellation Reason *
Vehicle withdrawn

Additional Reason
sdadasd

293 characters remaining.

SUBMIT

The application will be transferred from your outstanding tasks to the 'APPLICATIONS' section.

Should you wish to re-open the deal, access the deal in the 'APPLICATIONS' section and select the reapply button (see "Reactivating Deals & Resubmitting Declined Deals" under paragraph 4).

Current Bank User	Last Action Date	Application Number	Customer	Applied For	Loan Provider	Approval Status	Application Status	Actions
Garnieda.Williams@6.com	10 Sep 2019 (04:10 PM)	0000000371MDA Previously: 0000000365MDA	Nonthuko	Own Vehicle 356y Corolla 111,111.00	CAPITEC	Declined Did not qualify	Application Declined Prelim Assessment Passed with Different Conditions - Pending outstanding documents	→ ↺

The Approval Status and Application Status will update accordingly.

How to Continue with a Deal Once Approved

System Logic Outstanding Tasks vs Applications

Once a deal has been submitted to the bank, it can be found in the 'APPLICATIONS' section. At this stage, supplementary documents can be uploaded but no changes can be made to any of the data fields.

The Outstanding Tasks Screen

This is your main working screen as all active/approved deals are displayed here.

MY OUTSTANDING TASKS		ALL OUTSTANDING TASKS				
Customer	Applied For	Loan Provider	Task Description	Last action user	Status	Action
Cameron	Own/Vehicle TEST	CAPITEC	Deliver Vehicle, Upload Delivery Note & NATIS.	Garnedi	Underway	
96022f	TEST		Gordon, Cameron			
	195,900.00					
Page (1 of 1)   1   5 Task Count: 1						

Outstanding Tasks screen tabs: 'MY OUTSTANDING TASKS' vs 'ALL OUTSTANDING TASKS'

A user's assigned role affects which kinds of deals they can view on the MotoData System. Users will either be able to view:

- only the deals related to him/her, or
- all the deals for the dealership (in the case that the user is assigned as system admin)

NOTE: Deals that are still in the negotiations phase are visible to everyone. Once a deal reaches validations, it will be allocated to a specific user.

See **"How to Navigate the MotoData System"** guide for more details on how to create users and assign roles.

Outstanding Tasks screen fields:


- **Customer** – Customer Name and ID.
- **Applied For** - A brief summary of what the customer applied for. In the case of a vehicle, the vehicle details will display. In the case of 'Other', a description of the goods will display.
- **Loan Provider** - The bank the application was sent to.
- **Task Description** - A description of the task submitted by the bank to the dealer. (All possible task descriptions are discussed below.)
- **Last Action User** - The person who most recently worked on the deal.
- **Status** – The status of the application i.e. "Started", "Underway" or "Completed".
- **Action** – Click on the Action button for more details on the deal.

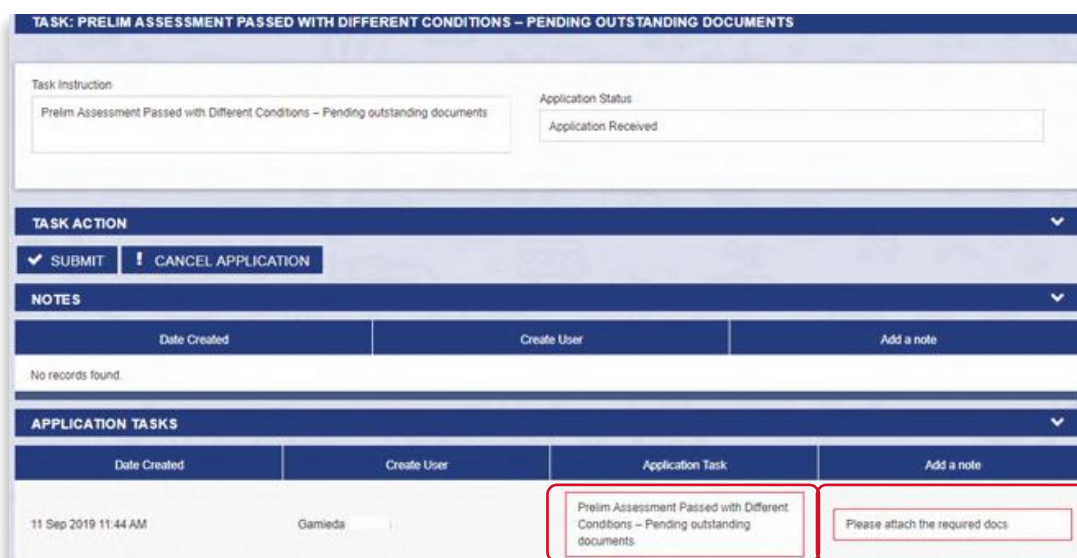
Possible Task Descriptions sent by the bank:

- **Prelim Assessment Passed with Different Conditions** – Pending Outstanding Documents
 - o The Deal has been approved but either the amount or the term has been changed. Should you wish to take up the deal, please submit the required documents.
- **Prelim Assessment Passed** – Account to Be Settled
 - o An account needs to be settled for the deal to be approved.

- **Prelim Assessment Passed as Requested** – Pending Outstanding Documents
 - o The deal was approved as requested. Should if you want to continue, please submit the required documents for validations.
- **Approval Done** – Validations Done. Final Client Contracting Required
 - o All validations are completed. Please submit your invoice to the bank to contract.
- **Approval Done** – Validations Done. Final Client Contracting Required
- **Please Submit Vehicle Information**
 - o Vehicle information is missing. Please complete.
- **Customer Contracted** – Deliver Goods
 - o The bank has contracted with the customer. Please download the delivery note and deliver the goods. [See How to Deliver Goods for more details.](#)

Submitting a Deal Back to the Bank

Click on the Action  button to open a specific deal and view the deal details and approval conditions.



The screenshot displays a web application interface with the following sections:

- TASK: PRELIM ASSESSMENT PASSED WITH DIFFERENT CONDITIONS - PENDING OUTSTANDING DOCUMENTS**
- Task Instruction:** Prelim Assessment Passed with Different Conditions - Pending outstanding documents
- Application Status:** Application Received
- TASK ACTION:** Includes buttons for **SUBMIT** and **CANCEL APPLICATION**.
- NOTES:** A table with columns 'Date Created', 'Create User', and 'Add a note'. It shows 'No records found.'
- APPLICATION TASKS:** A table with columns 'Date Created', 'Create User', 'Application Task', and 'Add a note'. It contains one entry:

Date Created	Create User	Application Task	Add a note
11 Sep 2019 11:44 AM	Garnieda	Prelim Assessment Passed with Different Conditions - Pending outstanding documents.	Please attach the required docs

Any outstanding requirements by the bank will be shown here. In this example, documents for validations need to be uploaded (this is explained in the next section).

How to Upload Supporting Documents

There are two sections for uploading supporting documents:

- 1 Uploading generic documents.
- 2 Uploading deal specific documents

Uploading Generic Documents:

NOTE: These exclude ID, Driver License, Payslips and Bank Statements.

APPLICATION TASKS			
Date Created	Create User	Application Task	Add a note
11 Sep 2019 11:44 AM	Garneda	Prelim Assessment Passed with Different Conditions – Pending outstanding documents	Please attach the required docs

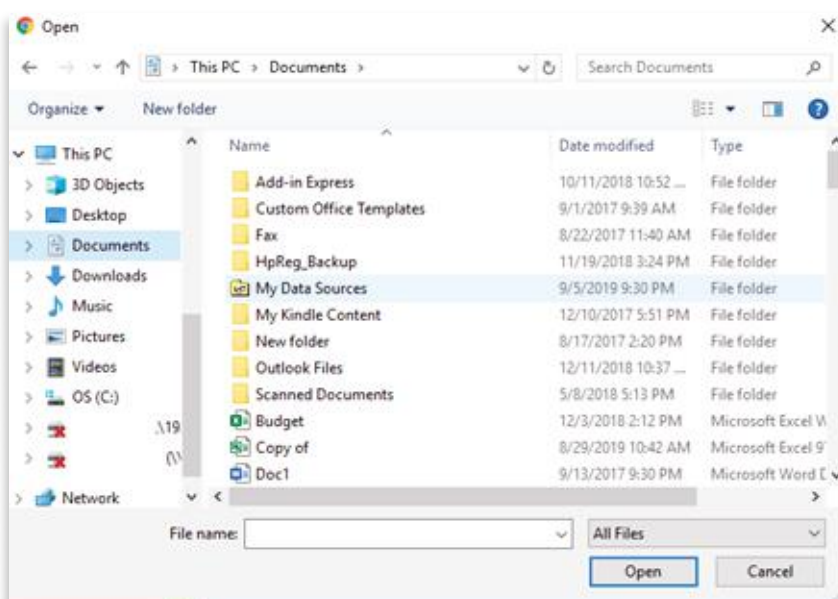
APPLICATION DOCUMENTS
UPLOAD ADDITIONAL DOCUMENT

Select the 'UPLOAD ADDITIONAL DOCUMENTS' button. This will enable you to browse for the required document(s) on your local PC/Laptop:

Notes:

SELECT FILE

Select the document(s) you would like to submit and wait for it to be uploaded onto the system.



Click the download button to download and view the document.

Click the history button to view a full audit trail.

APPLICATION DOCUMENTS						
UPLOAD ADDITIONAL DOCUMENT						
Type	Uploaded by	Uploaded	File Name	Version	Required	Actions
Additional Document	Henco	11 Sep 2019 (11:53)	Doc1.docx	1	<input checked="" type="checkbox"/>	

Click the reupload button to resubmit the document.

DOCUMENT HISTORY		
Date/Time	Action	Actioned By
11 September 2019 (11:59:14)	Downloaded	Henco
11 September 2019 (11:53:38)	Uploaded	Henco

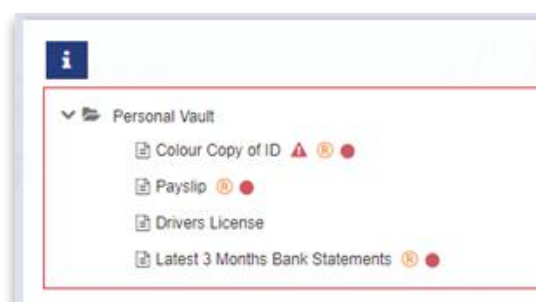
Page (1 of 1) 1 5

Uploading Deal Specific Documents:

These include:

- Colour Copy of ID
- Payslip
- Drivers License
- Latest 3 Months Bank Statements

and are available under the 'Personal Vault' section on the 'APPLICATIONS' screen:



How the Personal Vault Screen Works

The personal vault screen enables users to upload standard documents required for each deal. These can be uploaded from either the 'APPLICATIONS' Section (i.e. when the deal is with the bank) or from the 'OUTSTANDING TASKS' section.

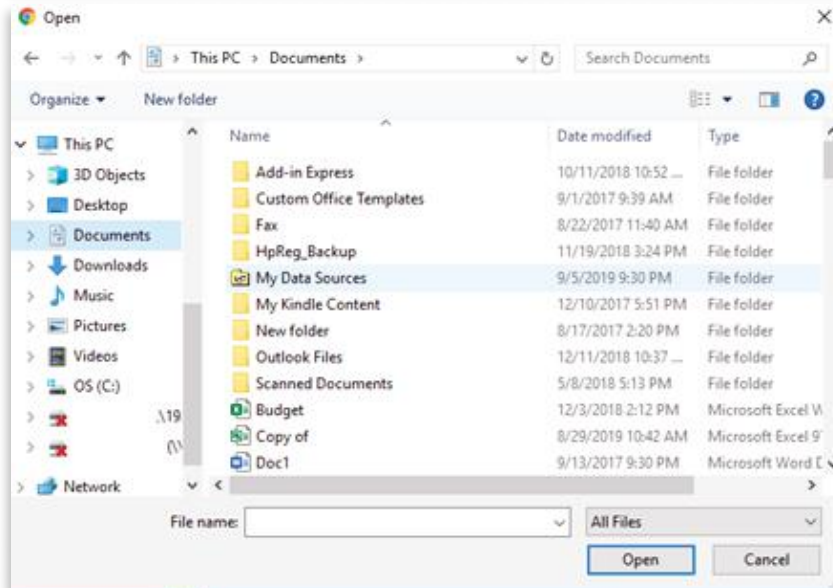
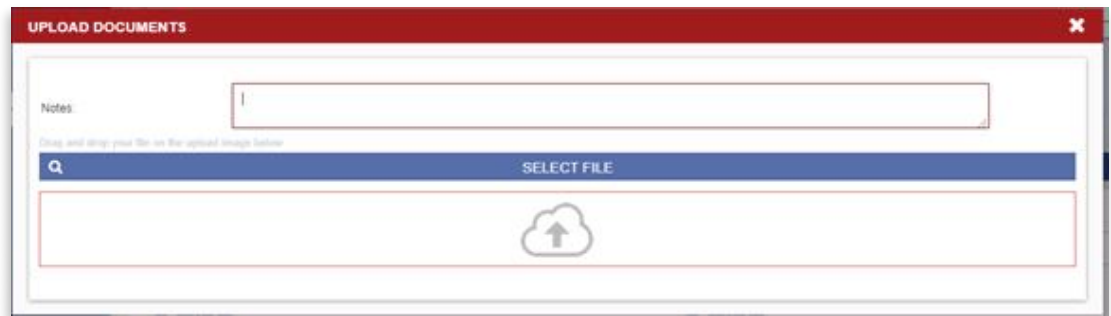
Click on the option of the document type you would like to upload. The option will expand with two further options below it:



- 1 Request the document from the user
- 2 Upload the document

To upload the document:

Select the document you would like to submit and wait for it to be uploaded onto the system.



The uploaded document will display below the 'Personal Vault' section:



Follow the same process for all documents.

To request the document from the user:

Select the 'REQUEST COLOUR COPY OF ID FROM USER' button.

Enter a message and select 'SUBMIT'. This will generate an e-mail and an SMS to the customer requesting the document to be uploaded.

Example of the e-mail message:

X	From	Subject	Received
	Information Queries	Document Request for Payslip	moments ago

The customer will have the options to either upload the documents via email or submit a photo of the documents taken with their phone.

Dear Theunis,

John Doe from BANK A Limited has requested a new document upload.

Comments:

Please Submit document as mentioned

Please [upload](#) the requested documentation

To do so, select the 'Upload' link which will direct users to the following screen. This screen can also be accessed via the SMS sent to the customer.

As soon as the customer submits the document, it will automatically be available on the MotoData system and linked to the relevant deal.

To request multiple documents from the user:

Click on 'REQUEST PERSONAL VAULT FROM USER' to request all the documents required for the deal at once:

Example of the message sent to the customer:

How to Submit a Deal to the Bank for Action

Once all required documents have been uploaded and/or necessary changes made, click the 'SUBMIT' button to resubmit the deal to the bank.

The following screen will open:

Here you can change the requested Term and Loan Amount. The term can be entered manually or by dragging the bar. Next, select an Application Task from the dropdown options.

Available 'Application Task' Options:

- Change Loan Amount and/or Term.
- Validations Please – Make sure all documents are attached.
- Contract with Customer – (See the process steps below).
- Article Change – Make sure you have entered the right vehicle information.

The 'Contract with Customer' option will require the dealer to upload the Invoice for the deal. This will convert the deal into a fixed workflow and no more changes will be allowed. See the steps below.

How to Contract with a Customer

NOTE: All contracting for Capitec bank occurs telephonically as there are no signed contracts.

Once the deal has been validated and the customer is ready to contract, the invoice must be uploaded under the 'APPLICATION DOCUMENTS' section:

APPLICATION DOCUMENTS						
UPLOAD ADDITIONAL DOCUMENT						
Type	Uploaded by	Uploaded	File Name	Version	Required	Actions
Additional Document	Henco Hugo	11 Sep 2019 (11:53)	Doc1.docx	1		
Invoice		Awaiting Submission				

Once the invoice is uploaded, click 'SUBMIT'.

APPLICATION TASKS

Term (Months)

60

Loan Amount *

125,000.00

Application Task *

Contract with Customer

Add a note *

Please Contract

Have you uploaded Your Invoice?

SUBMIT

The bank will be notified to conclude the deal by contracting with the customer telephonically. Once the customer has been contracted, the following task will appear in you 'OUTSTANDING TASKS':

Customer Name	Applied For	Dealer	Process name	Task Description	Last action user	Status	Due Date	RAG	Action
Mazibuko	OwnVehicle TEST TEST 352,400.00	VEHICLE FINANCE	Application	Deliver Vehicle. Upload Delivery Note & NATIS. Mazibuko, Nonthuko	Henco	Underway	04 Sep 2019		

The tasks description states that the vehicle needs to be delivered and the signed delivery note and a copy of the NATIS Document uploaded to initiate payment.

NOTE: For personal loans the vehicle must be registered in the customer's name.

The delivery note, as well as other system generated deal documents, can be found under the 'APPLICATION DOCUMENTS' section:

APPLICATION DOCUMENTS						
Type	Uploaded by	Uploaded	File Name	Version	Required	Actions
Additional Document	Garnieda Williams	02 Sep 2019 (17:33)	Motodata_Deal_Confirmation.pdf	1	<input checked="" type="checkbox"/>	<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div>
Additional Document	Garnieda Williams	02 Sep 2019 (17:33)	MotodataDeliveryNote.pdf	1	<input checked="" type="checkbox"/>	<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div>
Additional Document	Garnieda Williams	02 Sep 2019 (17:33)	Motodata_Dealer_Remittance.pdf	1	<input checked="" type="checkbox"/>	<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div>
Delivery Note		Awaiting Submission			<input checked="" type="checkbox"/>	<div> <div></div> </div>
NATIS		Awaiting Submission			<input type="checkbox"/>	<div> <div></div> </div>

Click the history button to view a full audit trail of the document.

Click the reupload button to resubmit the document.

Click the download button to download the document.

Click the view button to view the document.

Once done select 'PAYMENT REQUEST' to receive payment for the deal.

TASK: DELIVER VEHICLE. UPLOAD DELIVERY NOTE & NATIS. MAZIBUKO, NONTUKO

Task Instruction

The contract has been accepted by the client. Please deliver the vehicle or service associated with this application and upload:

- The signed delivery note (the delivery note template has been generated)
- The NATIS document

Application Status

Vehicle Delivered

Update successful

TASK ACTION

✓ PAYMENT REQUEST

How Do I Know If My Deal Has Been Paid?

You will receive an e-mail once payment has been made.

The proof of payment can be accessed under the 'APPLICATIONS' section and the 'Application Status' will change to "Dealer Paid":

OUTSTANDING TASKS									
MAIN MENU		Current Bank User	Last Action Date	Application Number	Customer	Applied For	Loan Provider	Approval Status	Application Status
HENCO HUGO									
DASHBOARD									
NEW APPLICATION									
APPLICATIONS									
SIMO CUSTOMER									
		---	11 Sep 2019 (01:11 PM)	00000003	MDA	Nontuko	OverVehicle TEST	Pending	Dealer Paid
		---					352,400.00		Download Final Documents & Close Application. Mazibuko, Nontuko

Access the deal by selecting the Action button. All deal documents can be downloaded from the 'APPLICATION DOCUMENTS' section:

APPLICATION DOCUMENTS						
Type	Uploaded by	Uploaded	File Name	Version	Required	Actions
Invoice	Henc	02 Sep 2019 (15:35)	20190716173906072.pdf_V1 (3).pdf	1	<input checked="" type="checkbox"/>	<div> <div></div> <div></div> <div></div> <div></div> </div>
Proof of Payment from Captec to MotoData (not viewable by Dealer)	Garned	02 Sep 2019 (17:33)	20190716173906072.pdf_V1 (3).pdf	1	<input checked="" type="checkbox"/>	<div> <div></div> <div></div> <div></div> <div></div> </div>
Additional Document	Garned	02 Sep 2019 (17:33)	Motodata_Deal_Confirmation.pdf	1	<input checked="" type="checkbox"/>	<div> <div></div> <div></div> <div></div> <div></div> </div>
Additional Document	Garned	02 Sep 2019 (17:33)	MotodataDeliveryNote.pdf	1	<input checked="" type="checkbox"/>	<div> <div></div> <div></div> <div></div> <div></div> </div>