



Credit Card & Cash user manual

WE GIVE YOU THE
FULL PICTURE

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Introduction

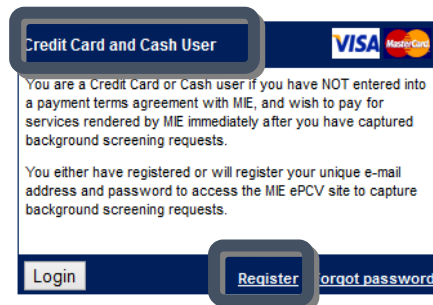
The purpose of this document is to outline the process on how to use the MIE Credit Card and Cash facility on the MIE Electronic Personal Credential Verification - or ePCV - website. Only once your check has been captured and paid for will MIE be able to process your request.

Registration

If you have not yet previously registered on the MIE ePVC website, you will have to register in order to obtain a username and password. If you have already registered, you may skip this section and go to the Capturing your new request section of this document.

To register, click on the “Register” link under the “Credit Card and Cash User” section.

To begin loading your checks, visit the www.mie.co.za website, and click on “Log in”, then “Log into ePCV ” button at the Top of the page.



Next, you will be asked to capture your registration details, and then click on the “Register” button.



After you have registered, you will automatically be logged in to the MIE ePVC website.

PLEASE NOTE: Fields marked as bold are mandatory.
If you are submitting checks to be sent to Council of Medical Aid Schemes, please use two email addresses, your personal address as well as verifyreports@medicalschemes.co.za - all documentation and results will be sent to this address.

Capturing Your New Request



To capture your new request, you need to be logged in to the MIE ePVC website. Click on the “New Request” button, on the left hand side under the “Basket” section.

Next, fill in the candidate details, this is the person you whose credentials you are screening for employment purposes. Note that fields marked in bold are mandatory.

Candidate Details (The subject of the background screen)			
Client/Branch	MIE: Credit Card Portal	Date of Birth	1978-06-19
Surname	Smith	Order Number	
First Names	John	Mobile Number	0126444000
Maiden Name		Email Address	
SA Identity No	7806190235081	Reason for Request	
Passport No		Notes	
Other Identity No			

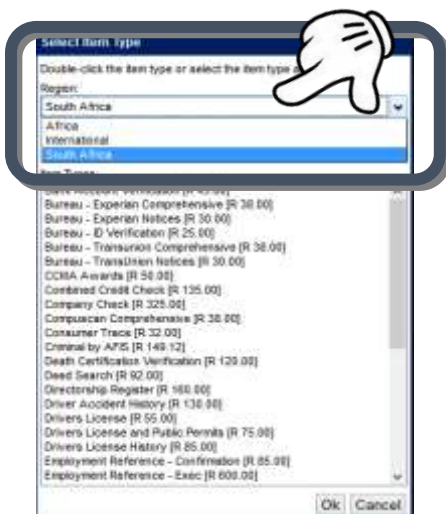
Items
(At least one item must be captured to submit a request.)
Add Item

Please Note: MIE has made some changes to the website.

Please take care to select the correct country and product type (especially when it comes to Qualifications).

Please feel free to contact info@mie.co.za should you have any doubts or questions.

Once you have captured all the required fields, the next step is to select the checks you would like to conduct on the candidate, click on the “Add Item” button as indicated above – the following screen will then appear.



Double click on an item to add it to your basket. More than one item can be added for a candidate.

vat 14% Price (incl)	
R 5.32	R 43.32
R 3.50	R 28.50
R 14.70	R 119.70

To remove any unwanted requests, click on the “Delete Item” icon next to the item.

PLEASE NOTE: Depending on the type of check you require, different types of additional information may be required.

Submitting Your Captured Request

Once you have selected all the checks that you require for the candidate, click on the “Submit Request” button.

Items						
Description	You Said	Indemnity	Price (excl) Vat 14%	Price (incl)		
✓ Bureau - Experian Comprehensive	VERIFY	Manual	R 38.00 R 5.32	R 43.32		
✓ Bureau - ID Verification		None	R 25.00 R 3.50	R 28.50		
✓ SA Qualification - Matric	Matric, 1999, Umalusi	None	R 105.00 R 14.70	R 119.70		

Once a request has been submitted, you can proceed to pay for your checks by clicking on the “Pay Now” button.

Request Submitted Successfully

You have successfully submitted with the following reference number **81658**.

Signed indemnity will be required to complete this transaction. Please send the form to MIE via fax (+27-12-644-2055) or email (info@mie.co.za)

→ Please quote your reference number for any additional documentation/information sent to MIE.

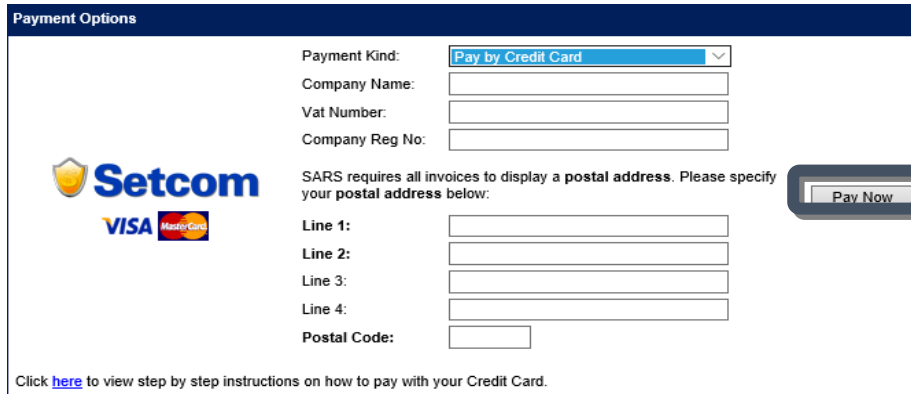
You will be presented with the option to either pay by credit card or direct deposit.

PLEASE NOTE: While all inquiries will be received by MIE, they will NOT BE PROCESSED until payment has been received and reflects in the MIE bank account.. Once a background screening order has been captured, it is considered to be an authorization to start the verification process. As such, **NO REFUNDS or **ADJUSTMENTS** to orders will be contemplated once the order has been paid for.**

Paying for your Captured Request

Pay by Credit Card

When paying by Credit Card you must select Credit Card option from the drop-down list. Once the credit card option is selected, click on the “Pay Now” button.



You will be required to enter your credit card details:

Credit Card Type – The type of Credit Card. Currently ONLY MasterCard and VISA Credit Cards are supported.

Credit Card Number – This is the 16 digit card number with in the front. Please enter no spaces.

Name on Credit Card – The name exactly how it appears on the Credit Card.

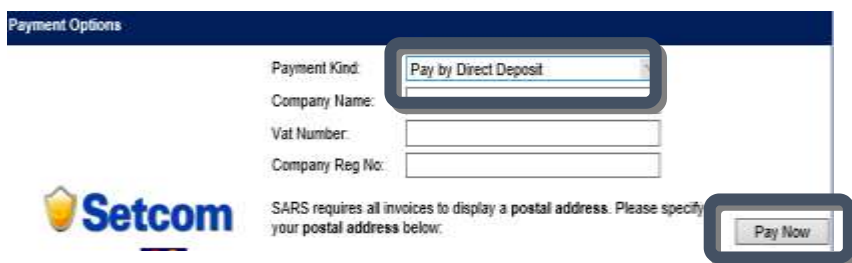
Expiry Date – The expiry date on the credit card. Select the 4 digit year followed by the 2 digit month.

CVV Number – This is the 3 digit number found on the back of the Credit Card.

Once all the details are entered select the “Continue with Payment” option. Once the payment has gone through successfully an invoice will be generated and displayed on the screen.

Pay by Direct Deposit

When paying by Direct Deposit. The Direct Deposit option must be selected as a payment kind. Once the option is selected, click the “Pay Now” button.



A new page will open reflecting MIE’s bank details and reference number that should be used when making your direct deposit.

You will have the option to view your pro-forma invoice. Once the invoice is viewed and printed, you will be required to click on the “Continue” button in order for your request to push through to MIE.

Information Required and Service Level Expectation

All requests for verification must be accompanied by several base data items at the very least. The Base Items include the following:

- Candidate South African ID Number. This is the single most important data item to be included in the Base Items list. ***If no SA ID Number exists for the candidate, a Passport number and nationality must be supplied.***
- Candidate First Names - It is important that ALL first names are supplied.
- Candidate Surname
- Candidate Maiden Name, if applicable. Many verifications will be performed against maiden surnames, and its omission may lead to inaccurate result information.
- Candidate date of birth.
- Signed MIE Consent Form.

In the following table, the mnemonic “Base Data” refers to the above list. The following information is required per service type in order to conduct the verification process. Service Level Expectations are listed in the information table below:

Please note that the availability and the prices are subject to change without prior notice.

Please log on to the MIE Cash and Credit Card User Portal to view the pricing for all Verifications.

Qualifications



VERIFICATION TYPE	DESCRIPTION	TURNAROUND TIME
National Matric Qualification – Pre 1992	South African Matric (Grade 12) Verification with the various Provincial Departments of Education.	1986 – 1992 7-10 business days ; Before 1986 No Expectation
National Matric Qualification – Post 1992	South African Matric (Grade 12) Verification with Umalusi.	Next business day
National Tertiary Qualification / *National Qualification Register	South African Tertiary Qualifications (Degrees, Certificates and Diplomas) are verified via the National Qualifications Register (NQR®), which is owned and operated by MIE. Institutions not already subscribed to the NQR® is verified via the institution concerned.	Next business day if on NQR®; 4 business days if not on NQR®;
Short Courses/ Certificates	MIE verifies Short Courses, Diplomas and Certificates by other Educational Institutions, whether formal or informal.	4 - 6 business days
African / International Qualification	MIE makes use of global relationships to verify any African or International qualifications.	10 - 15 business days (In Exceptional Cases – No SLA)

Various institutions are known to charge standard additional fees for verifications. MIE will request permission to proceed with such verifications before verification process commences. Please click here for a list of know **additional supplier costs**.

[Known Additional Supplier Costs](#)

Terms and Conditions:

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By entering this site, you acknowledge and agree that this site will only be construed and evaluated according to South African law. Although this site may be linked to other sites, MIE is not, directly or indirectly, implying any approval, association, sponsorship, endorsement, or affiliation with the linked sites, unless specifically stated therein. By entering this site you acknowledge and agree that MIE has not reviewed all the sites linked to this site and is not responsible for the content of any off-site pages or any other site linked to this site. Your linking to any other off-site pages or other sites is at your own risk.

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Accuracy

Although the information contained in this site is based upon up-to-date information, and while MIE makes all reasonable efforts to ensure that all material on this site is correct, accuracy cannot be guaranteed and MIE makes no warranties or representations as to its accuracy

Confidentiality

By entering this site, you acknowledge and agree that any communication or material you transmit to this site or to MIE, in any manner and for any reason, will not be treated as confidential or proprietary except as otherwise provided in these Terms and Conditions.

Use of Information

All personal information (including names, addresses, credit card information or contact information) that you enter on this site and transmit to MIE will only be used by MIE and its formal suppliers in order to provide a Personal Credential Verification service. MIE will not forward this information to any organization that is not directly involved in some manner in the provision of this service by MIE.

Intellectual Property

By entering this site, you acknowledge and agree that all names, graphics, logos and trademarks contained on this site are owned or licensed either by MIE or by other parties who have authorized their use on this site, and may not be used in any way by you without the prior written approval of MIE or the party concerned. Your unauthorized use of this site’s content is expressly forbidden, unless specifically provided for on this site. Such unauthorized use may subject you to penalties or damages, including but not limited to those related to violation of trademarks, copyrights, privacy, and publicity rights.

Site Revision

MIE reserves the right to make changes to any portion of this site, including this page, at any time, without any prior notice or obligation. By entering this site, you hereby acknowledge and agree that you shall be bound by any such changes. To this end, MIE suggests that you periodically visit this page and review the content.

3rd Party Indemnity

Your use of this site is dependent upon your acceptance of the following indemnifying conditions.

Third Party

If you are an Agent of a 3rd Party Company capturing verification requests on behalf of a subject, you hereby acknowledge that you, in your capacity as an agent of your Company, have FULLY informed the subject concerned of his or her own rights regarding individual privacy, and have obtained the subjects permission, in writing, to perform verification checks.

Inform Subject

As a 3rd Party Agent, you are bound by the following instructions: You must inform the subject of the inquiry of your intent to perform verification checks.

You must obtain the permission, in writing, of the subject of the inquiry to perform verification checks.

You must inform the subject of the inquiry of all results furnished after the verification checks have been completed.

You may only perform verification checks against a subject if the results of the tests can have a material effect on the subject’s employment position.

You are expressly charged with the responsibility of maintaining signed copies of all personal indemnity forms received from verification subjects. In certain instances, which will be clearly indicated during the appropriate transactions, you are required to forward a copy of the signed personal indemnity form to MIE before the verification inquiry can be processed.

Personal Indemnity

As a private individual performing verification checks on your own behalf, you hereby authorize MIE to forward your personal information to verification agents acting on behalf of MIE (including but not limited to the South African Police Services, the South African Criminal Record Centre, the Government of the RSA, and any relevant educational, training and credit organizations) for the purpose of verifying your personal credentials and records.

Personal Details

You furthermore authorize MIE's agents to furnish personal information, including but not limited to information regarding your criminal record, credit record, employment history, driver's licenses and educational records, to MIE. You also unconditionally indemnify MIE and its agents and suppliers against any liability that may result from furnishing information in this regard.

Verification Purpose

You understand that it is a condition of MIE's agents that the information is furnished for the purposes of your proposed employment/continuation of employment when required by your (potential) employer, or for fraud prevention or detection purposes.

Payment Policy

There are three distinct methods of effecting payment for the services rendered on this and related sites. These are via Credit Card, Direct Funds Transfer and, under strictly controlled conditions, via agreed terms. This last option is only available to qualifying, registered clients. Please note that, while all inquiries will be received by MIE, they will NOT BE PROCESSED until proof of payment has been received by MIE.

Credit Card and Refund Policy

Payment by Credit Card is immediately authorized by an online payment gateway, provided that all details are correctly captured. MIE takes no responsibility for the fraudulent use of Credit Cards. Payment by Credit Card attracts a surcharge, levied by the payment bureau, which will increase the cost of your inquiry. Note that once a background screening order has been captured, it is considered to be an authorization to start the verification process by MIE. As such, NO REFUNDS or ADJUSTMENTS to orders will be contemplated once the order has been paid for.

Secure Internet Deposit and Refund Policy

Payment by Secure Internet Deposit (when available) is immediately authorized by an online payment gateway, provided that all details are correctly captured. MIE takes no responsibility for the fraudulent use of Internet Banking logon codes and PINS. Payment by Secure Internet Deposit attracts a surcharge, levied by the payment bureau, which may increase the cost of your inquiry. Note that once a background screening order has been captured, it is considered to be an authorization to start the verification process by MIE. As such, NO REFUNDS will be contemplated once the order has been paid for.

Agree Terms

Payment on Invoice of agreed terms is only available on request to qualifying clients who are registered as such on MIE's systems. In addition, a Terms Agreement depends upon several criteria and conditions, all at the sole discretion of MIE. These include, but are not limited to, contractual agreements, historical transaction volume, credit rating and locale.

MIE Fingerprint Zone Booking & Cancellation Policy

Please read the below policy that relates to the use of the MIE Fingerprint Zone Booking System:

All booking requests made attract are Non-Refundable and Non-Transferable.

You will have the option of an "AFIS Fingerprint Zone 'Priority', 'Premium' or 'Standard' Check".

The booking request price may be subject to change.

- ✓ Changes to a booking can be made up to 4 working hours before the date and time of the booking. The below can be changed:
- ✓ Changing location
- ✓ Changing date and time

No booking can be changed within 4 working hours of the booking date and time. Refer to the below cancellation policy:

- ✓ If a candidate does not arrive for their booking the booking will be charged for in full.
- ✓ If a booking is cancelled it will be charged for in full.

MIE cannot be held liable in any way whatsoever for candidates prints not being captured for the below reasons:

- ✓ Candidate arrives late for booking
- ✓ Electricity outages
- ✓ Technical or other issues that may arise at the location

While every effort is made to ensure the quality of the captured prints are up to standard; MIE cannot be held liable in anyway whatsoever for the results of such capture.

While the system does send booking details to the candidate; it is the clients responsibility to ensure the candidate has received all the relevant information pertaining to their booking.

It is the client's responsibility to advise the candidate that not all locations are branded "MIE". Clients and candidates must check the booking confirmation email which has the details of the company name for the specific location.

MIE takes no responsibility whatsoever for incorrect candidate details that are captured by the client at point of booking request.

- ✓ While every effort is made to ensure the further candidate details captured at the location are correct; MIE cannot be held liable in this regard.

MIE reserves the right to close a location at their discretion and the list of available locations may change from time to time. MIE does not guarantee availability of a location indefinitely.

This policy is subject to review and changes. All changes will be published in this document in updated versions.

General Contact Information and Support

COMPANY NAME: Managed Integrity Evaluation (PTY) LTD

TRADING NAME: MIE (PTY) LTD

REGISTRATION NUMBER: 2003/016541/07

HOLDING COMPANY: EOH Holdings Limited

INTERNET WEB SITE: <http://www.mie.co.za>

FACEBOOK: <https://www.facebook.com/mieptyltd/timeline>

TWITTER: @MIE_PTY_LTD

LINKEDIN: <https://www.linkedin.com/company/managed-integrity-evaluation-mie-pty-ltd?trk=biz-companies-cym>

MAIL ADDRESS: sales@mie.co.za

PO Box 525;

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0062;

Jean Park Chambers;

Units 2 & 6;

PHYSICAL ADDRESS: 252 Jean Avenue;

Centurion;

South Africa;

0157.

TELEPHONE: +27 (12) 644 4000

FACSIMILE: +27 (86) 610 9496

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TELEPHONE: +27 (12) 644 4000