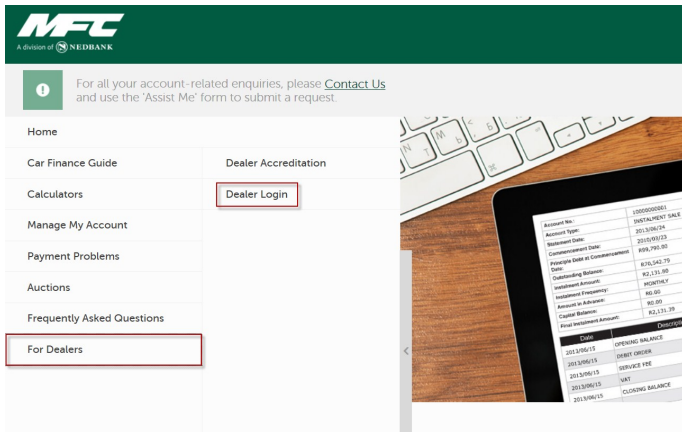


# Dealer Web Step-by-Step Guide

Welcome to MFC's new web functionality for dealers.  
Here is a guide to get you started.

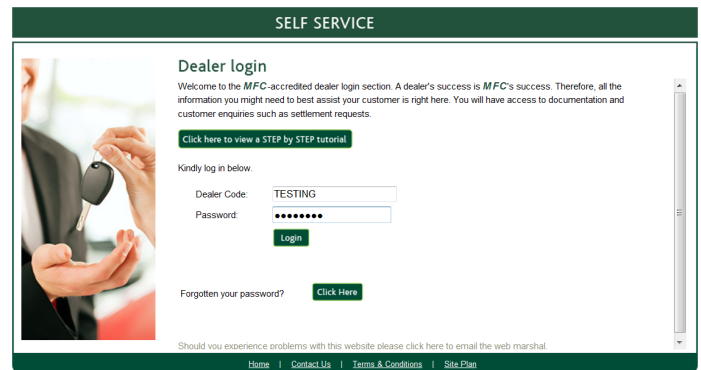
## 1. Visit [www.mfc.co.za](http://www.mfc.co.za)

On the main menu select 'Dealer' and then 'Dealer Login'. The Dealer Dashboard will open in a new window.



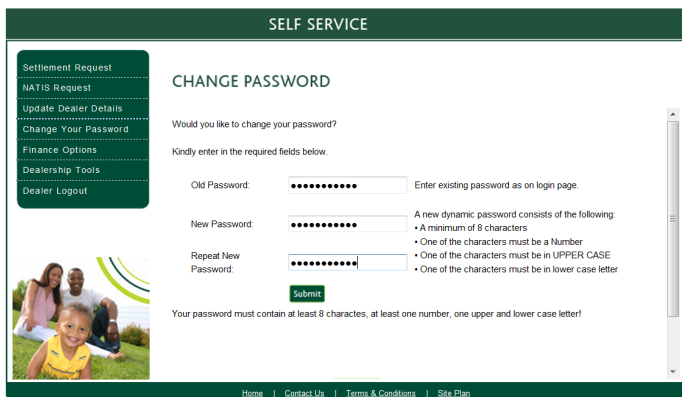
## 2. Login to the Dealer Section

Use the user name & password provided to you. If you have not received your login details, kindly contact your consultant or Regional Sales Manager.



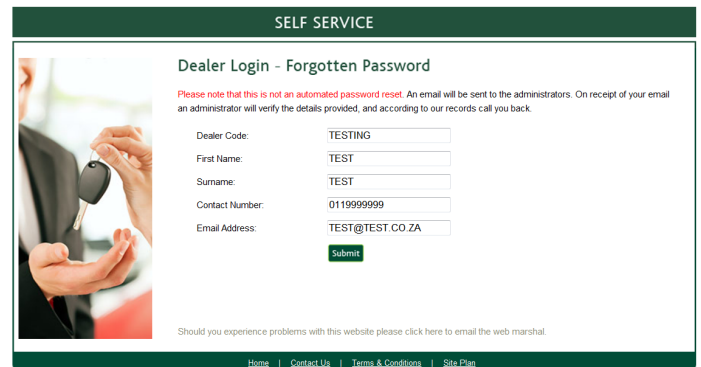
## 3. Change Password

Once you have logged on you will be prompted to change your password. The password must be dynamic, therefore it must contain at least 8 characters, at least one number, one upper and lower case letter.



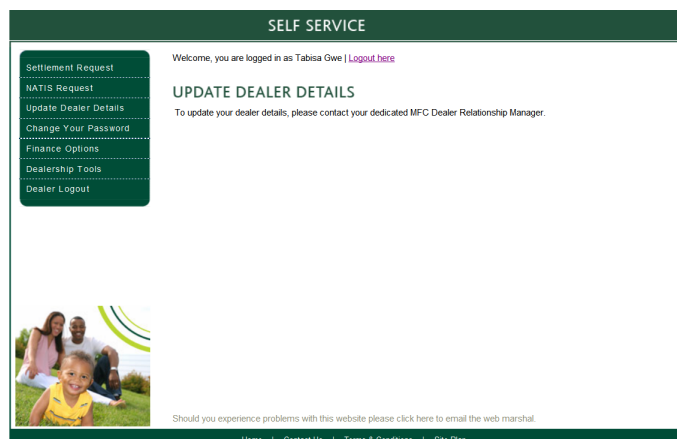
If you enter the wrong password 3 times or If you don't use the facility for 90 days you will be locked out.

Should you be locked out please click on forgot password and complete the information. Password resets are not automatic for security reasons. An agent will call you back to verify your details and issue you with a temporary password.



## 4. Update Dealer Details

To update your dealer details, please contact your dedicated MFC Dealer Relationship Manager.



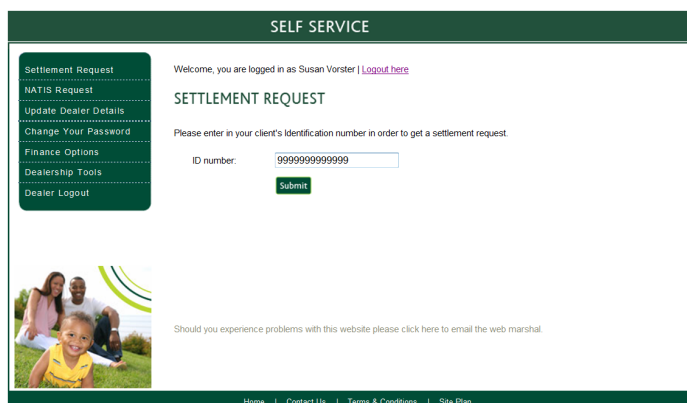
## Note:

Please read the entire document as it contains important information to make your use of the MFC Dealer Web user friendly.

Please take note of the new “thank you for your request” screen after submitting a request for a Natis document. This now provides you with a reference number. Please keep this reference number and date submitted safe incase you need to follow up with our call centre.

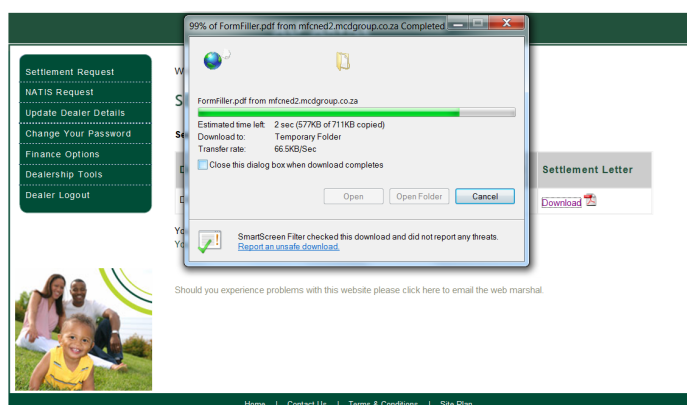
## 5. Settlement Letter or NATIS

Once you have entered the clients ID Number, you will view a list of vehicles registered to the chosen ID Number. Select the required account and choose one of the following:



## 6. Settlement Letter

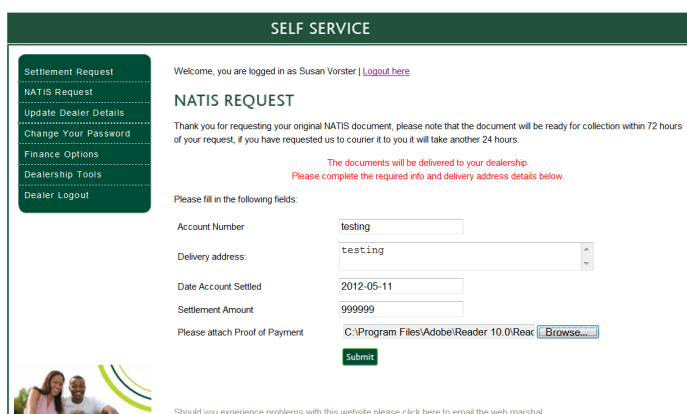
When you select 'Download PDF' Settlement Letter, you will be asked if you would like to 'open' or 'save' a PDF.



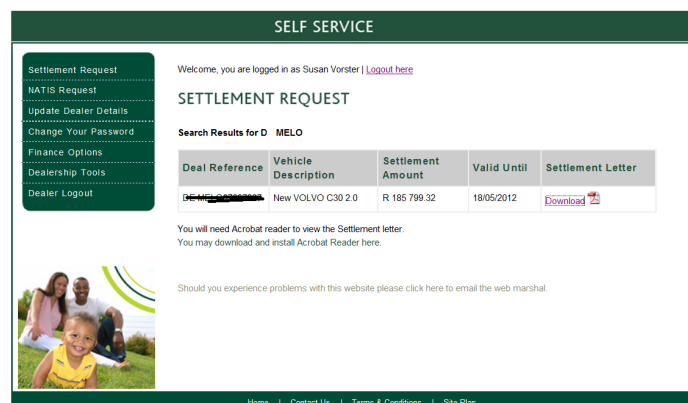
## 7. Release of Original NATIS

When you request the release of the Original NATIS (Registration Document) you will be required to complete the payment information and delivery details. Proof of payment must be attached. **The Original NATIS document will be will be released within 72 hours provided that the paid settlement amount is reflecting on our side and we are able to close the account. This applies to EFT or cash payments only.** Cheque payments are subject a clearance period.

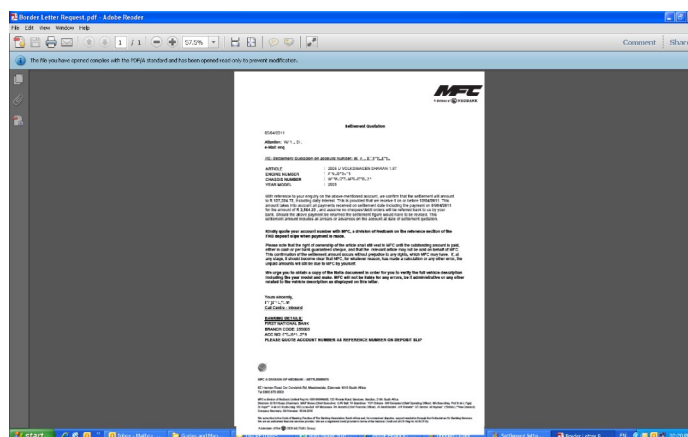
Any NATIS requests sent after hours and weekends will only be processed the next working day.



- Settlement Letter
- Release of Original NATIS document
- Copy of NATIS document

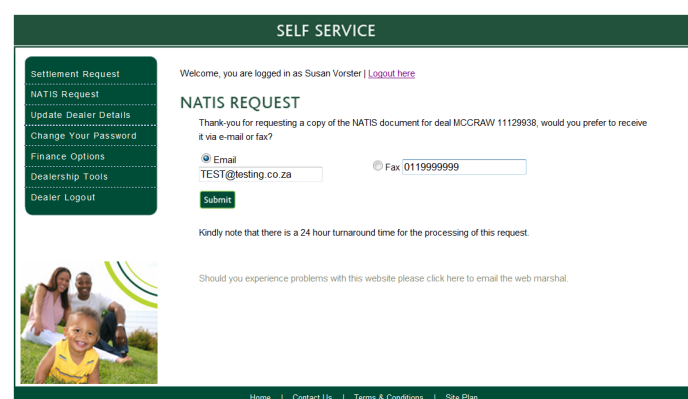


Selecting 'Open' will launch a PDF in a new window, you can then either 'print' it or 'save' a copy to your PC.



## 8. Request copy of NATIS

When you select 'Copy of the NATIS' you will be given the option to have it emailed or faxed to you. The copy of NATIS will be sent to you within 24 hours.



## Please note:

All queries should be directed to your respective Regional Sales Manager or Dealer Relationship Manager. Settlements requested for any accounts younger than 6 months, Leases, Rentals, accounts in arrears or legal accounts will not be available on the website, kindly contact the MFC call centre for these settlement amounts on 0860 879 900.

## More Help

To ensure that you experience smooth, frictionless service, we would like to highlight some of the new features on the MFC website [www.mfc.co.za](http://www.mfc.co.za) and the Dealer Login website [https://dealerweb.nedsecure.co.za/dealer\\_login.aspx](https://dealerweb.nedsecure.co.za/dealer_login.aspx)

## First Time Logon

When logging in on the MFC Dealer Login website for the **FIRST TIME**, you will need to enter a **DEFAULT PASSWORD**.

Your **DEFAULT PASSWORD** is your **DEALER CODE** + the **LAST 3 DIGITS** of the F&I's ID number.  
You must enter the User name and Password in **UPPER CASE** (CAPS LOCK ON).

**Example ONLY: User Name:** ABCDEF (Dealer Code)  
**Password:** ABCDEF085 (Dealer Code + last 3 digits of ID) 7004193465085

The screenshot shows the login interface with the following elements and annotations:

- A green button labeled "Click here to view a STEP by STEP tutorial" with an annotation: "Click Here to know how to navigate this site".
- The text "Kindly log in below.".
- A "Dealer Code:" label next to a text input field containing "TESTING". An annotation points to the field: "Enter your Dealer Code eg: ABCDEF".
- A "Password:" label next to a password input field filled with dots. An annotation points to the field: "Enter Default Password eg: ABCDEF123".
- A green "Login" button. An annotation points to it: "Click Here to logon".
- A link "Forgotten your password?" next to a green "Click Here" button. An annotation points to the button: "Cannot access the site because you have forgotten or have locked out your password Click Here".

## Change of Password

After you have logged in for the first time you will be required to change your password. The new password you choose must be a dynamic password. A dynamic password consists of the following:

- A minimum of 8 characters
- One of the characters must be a Number
- One of the characters must be in UPPER CASE
- One of the characters must be in lower case letter

**Example:** Password1

## CHANGE PASSWORD

Would you like to change your password?

Kindly enter in the required fields below.

The form contains the following fields and instructions:

- Old Password:** A text input field containing "ABCDEF123". To its right, the instruction reads: "Enter existing password as on login page."
- New Password:** A text input field containing "Abcdef456". To its right, the instruction reads: "A new dynamic password consists of the following:" followed by a bulleted list:
  - A minimum of 8 characters
  - One of the characters must be a Number
  - One of the characters must be in UPPER CASE
  - One of the characters must be in lower case letter
- Repeat New Password:** A text input field containing "Abcdef456".
- A green "Submit" button at the bottom.

Your password must contain at least 8 charactes, at least one number, one upper and lower case letter!

## Problems Logging in

Should you experience any difficulty accessing the site, click on the **'Forgotten your password Click Here'** button on the Login page, complete the short form and submit. The Dealer Admin team will contact you to assist with your query.

## Dealer F & I access problems:

Should you experience any problems logging in due to a locked password, incorrect password or forgotten password, take the following steps:

On the Login page click on the **'Forgotten your password Click Here'** button, complete the short form and submit.  
The Dealer Admin team receives an automated request.  
The Dealer Admin team contacts the F&I to assist with the query or problem.  
The Dealer Admin team authenticates the F&I before resetting or unlocking the password.  
Once the password has been reset, the F&I receives an automated email with the password details.  
The F&I logs in and resets the password (Refer to the First time Login section of this document).

## HOWEVER:

If the F&I information, available on the system, is incorrect and the supporting documents have not been received by the Dealer Admin team, the following documents will be required:

- Annexure A
- F&I accreditation card
- F&I's ID.

## Did You Know?

The Dealer Web Settlements and Natis requests **only work for accounts:**

That are older than 6 months  
That are active  
That are up to date

Contact the MFC Service Centre on 0860 879 900, if the account is:

In arrears  
Younger than 6 months old  
In legal  
Closed  
For a business

Please ensure that you attach the proof of payment **when requesting an original Natis document.**

## Problems with Website Functionality

Should you experience any technical difficulties with the website functionality (NOT PASSWORD RELATED), click on the **'Should you experience problems with this website please click here to email the web marshal'** button. Please do not send password issues to this link.

## Keep your Details up to date:

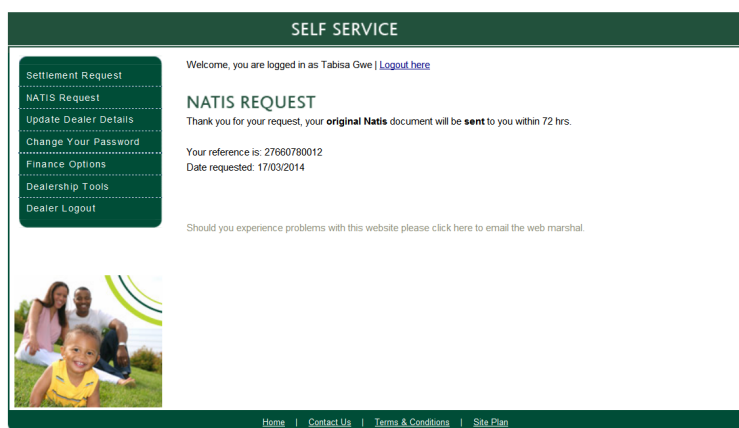
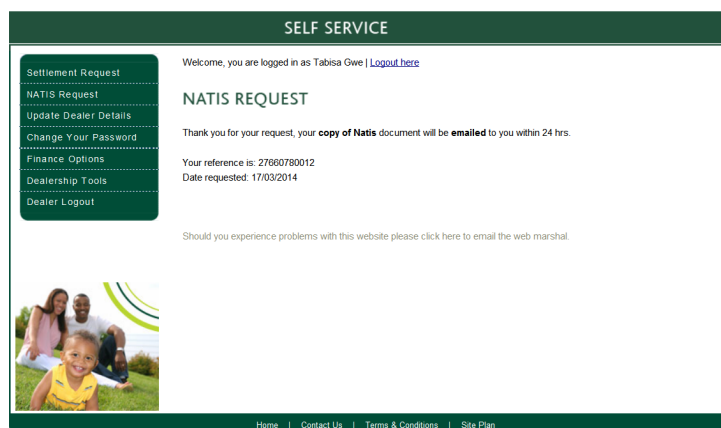
Please ensure you keep the following information up to date:

F&I ID number  
Contact numbers  
Email addresses

If you need to change any details contact your MFC Dealer Relationship Manager (DRM).

## Reference Numbers for Natis Requests.

Please keep your reference number as proof of submitting a request for an Original Natis or Copy of Natis. Should you not receive the Original or Copy in the promised time period, this will assist you in tracing your request when you call our call centre on 0860 879 900.



Example:

## For more information:

If you need any assistance contact our your MFC Dealer Relationship Manager or the MFC Service Centre at **Client Care 0860 879 900**

## Disclaimer

- *User Names and Passwords may not be shared (For F&I Use Only)*
- *The Bank (MFC, a division of Nedbank) cannot be held liable if fraud is committed because the login details were shared with a third party.*
- *Please keep your login in details safe.*