



- ▶ Small Business Services

## **Simplifying e-commerce with Nedbank**

see money differently

**NEDBANK**

# Online store ecosystem

## Your online store

Enables your customers to buy goods or services via their smart device or computer.



## Payment gateway

We partner with companies that are directly integrated into our payment system, so you can choose the partner that best meets your business needs.

## How e-commerce with Nedbank can benefit your business

- Easier customers purchases
- Increased customer base and spend
- Safe transactions and no deposit fees
- Simplified payment reconciliation

**Setting up your own online store doesn't have to be costly or complex. Here are the most important things to keep in mind.**

<b>Your website</b>	<b>Stock/goods</b>	<b>Shopping cart</b>	<b>Checkout/ Payment</b>	<b>Delivery</b>
The user-facing design of a webpage or application.	The goods, products, or services you offer to customers.	The software that helps your customers shop online. The software calculates the total of the items they order and initiates checkout.	The steps customers must follow to complete their online purchase.	Storing stock, packing items, and shipping orders to customers.

# Frequently asked questions

<b>What is a payment gateway?</b>	It's a service that enables your e-commerce platform or business to authorise online payments. The company acts as a middleman between your bank and your customer's bank, communicating whether a transaction is approved or declined.
<b>Are security standards important?</b>	All payments gateways must be PCI-certified (payment card industry compliance) to operate, but you can always consider other fraud detection features as well.
<b>Cost</b>	Most payment gateways offer various products and pricing options, which can be structured per transaction or as monthly fees. Additional costs include setup, account maintenance, and chargeback fees, but pricing is often negotiable. A shopping cart platform may attract separate fees.
<b>Contracts</b>	Most payment gateways offer month-to-month contracts, which are great for assessing the most suitable fit for your business. If you prefer a longer-term contract, termination fees may apply.
<b>Payment methods</b>	As an e-commerce merchant, it's important to accept customers' preferred payment methods. Ideally, your payment gateway should accept Visa, Mastercard, American Express® and Diners Club. It is vital that card payments are accepted via 3D Secure protocols, like one-time passwords (OTPs) or Approve-it messages, for added protection. This shifts liability to the cardholder for most chargebacks or disputed transactions.
<b>Capability</b>	If you already have an e-commerce platform, make sure it integrates well with your payment gateway. Popular shopping cart platforms include Shopify, Wix, WooCommerce, WordPress, BigCommerce, OpenCart, Magento, X-Cart and Drupal.
<b>Support</b>	Payment issues or technical downtime can impact your business. Choose a payment gateway with efficient support channels, and ensure they offer training and setup assistance.
<b>Settlement timelines</b>	Same-day settlement is beneficial to avoid cash flow constraints.

# Comparing payment gateways

Partner	Business size	Online start up	Quick setup	High volumes	Developer support	Recon portal
PayU	Medium to Large	✓	✓			✓
Peach Payments	Small to Large			✓		✓
Ecentric	Small to Large	✓	✓	✓		✓
Adumo Online	Small to Large			✓		✓
ACS Altech	Small to Large		✓	✓		✓
PayFast	Small to Medium	✓	✓		✓	✓
Transaction Junction	Small to Large		✓	✓		✓
Ukheshe	Small to Large	✓	✓	✓		✓
iVeri	Small to Large	✓	✓	✓	✓	✓

To find out more, call our  
**Merchant Helpdesk on 0860 114 966.**