Accommodation Providers:
User Manual

Table Of Contents

1. **Introduction**
   This manual provides a comprehensive guide for Accommodation Providers (AP) to manage their properties and students under the NSFAS AP system. It includes detailed steps for registration, property management, student onboarding, and more.

2. **Getting Started**
   a. **Access the Portal**
      To access the NSFAS portal, you will need the following:

      i. **A Compatible Device:**
         - A computer (desktop or laptop) or a mobile device (smartphone or tablet) that can connect to the internet.

      ii. **Internet Connection:**

         - A stable internet connection is required to access and navigate the NSFAS portal efficiently.

      iii. **Web Browser:**

         - Ensure that you have an updated web browser installed on your device. Recommended browsers include:
            - Google Chrome
            - Mozilla Firefox
            - Microsoft Edge
            - Safari (for Mac users)

      iv. **Email Account:**

         - A valid and accessible email account is needed for registration, login, and receiving communications from NSFAS.

   v. **Personal Information:**

         - Have your personal details handy, such as your ID number, contact information, and other relevant documents, for the registration and login process.

   b. **Registering as an Accommodation Provider**
      To register as an Accommodation Provider, follow the steps:

      i. Navigate to the NSFAS portal: https://www.nsfas.org.za

ii. Hover over "**For Students And Learners**" and under "**Student Support**," click "**Student Accommodation**".

iii. On the Student Accommodation page, click on the "**Click Here**" button to redirect to the NSFAS Accommodation page.
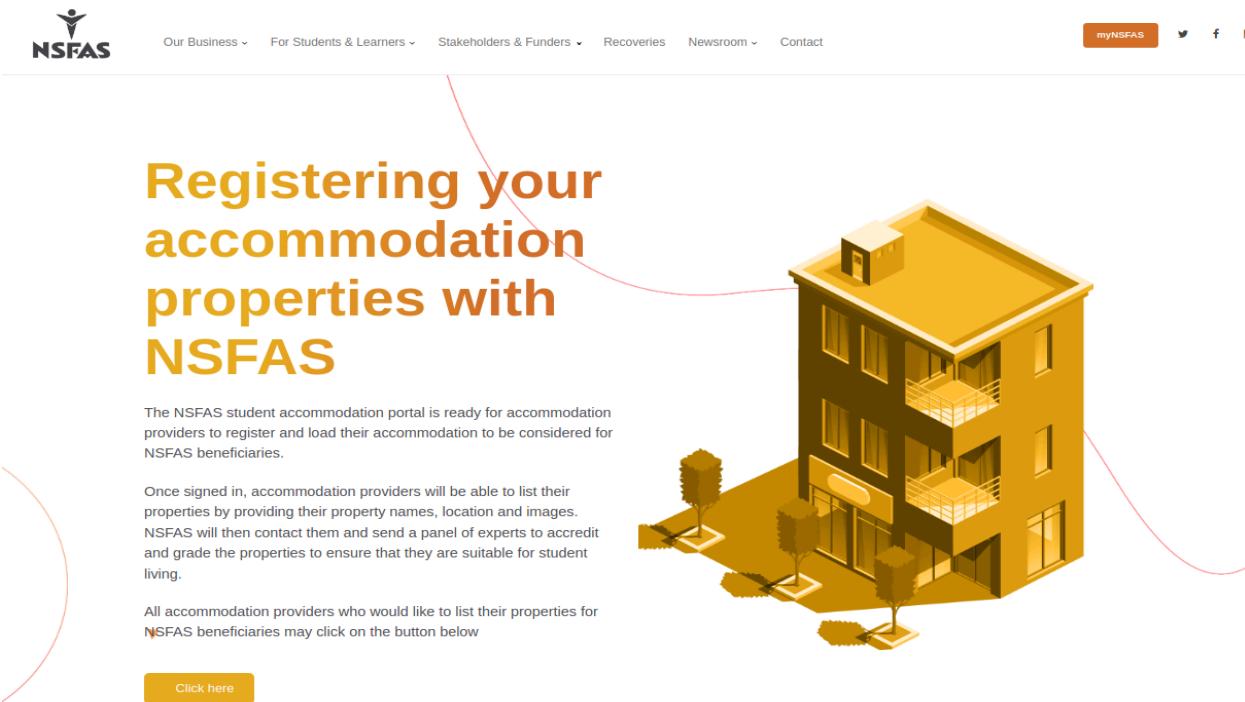
Registering your accommodation properties with NSFAS

The NSFAS student accommodation portal is ready for accommodation providers to register and load their accommodation to be considered for NSFAS beneficiaries.

Once signed in, accommodation providers will be able to list their properties by providing their property names, location and images. NSFAS will then contact them and send a panel of experts to accredit and grade the properties to ensure that they are suitable for student living.

All accommodation providers who would like to list their properties for NSFAS beneficiaries may click on the button below

Click here

iv.   Fill in the required fields and click the "**Register**" button to navigate to the registration page. If you already have an account, click the "**Sign In**" button.


v.   Select Accommodation Provider to redirect to the Registration page.
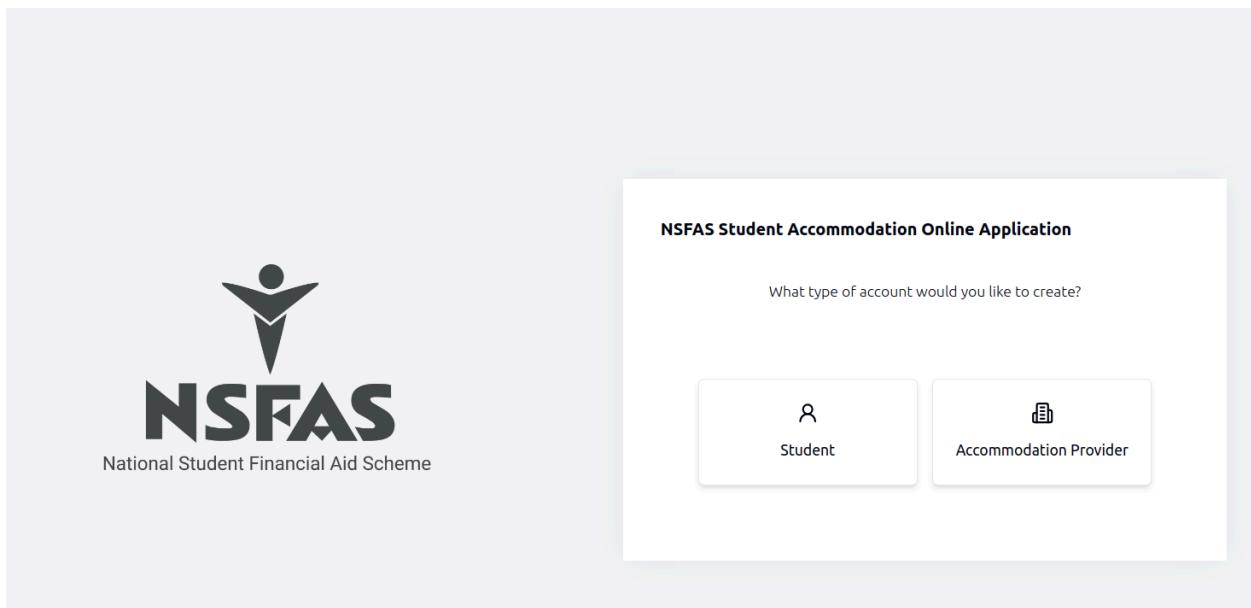
vi.   On the registration page, provide the required and valid information, accept the terms and conditions, and click the "**Create Account**" button.

     vii.   You will be redirected to the Landing Page.

c. Logging into the NSFAS Accommodation Providers Portal
On step 4 of Registering as an Accommodation Provider, select Sign In to redirect to the login page. Similarly, you may simply navigate to https://ap.ndtprod-nsfas.org.za/ to login.

Enter your email address and password and click the Login button which will redirect you to the Landing Page.

d. Password Reset.
If you forget your password, follow these steps to reset it:

    i.   Navigate to the login page:
        Go to https://ap.ndtprod-nsfas.org.za/

    ii.   Click on the "**Forgot Password**" link as shown below:
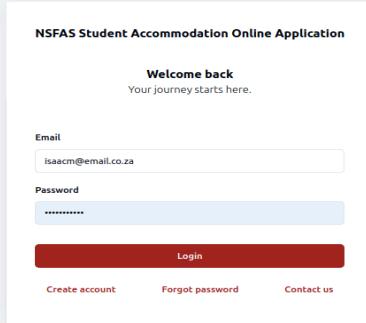
    iii.   Enter Your ID Number:
         You will be prompted to enter your ID number. Ensure that the ID number is correct and click on the "**Reset Password**" button.
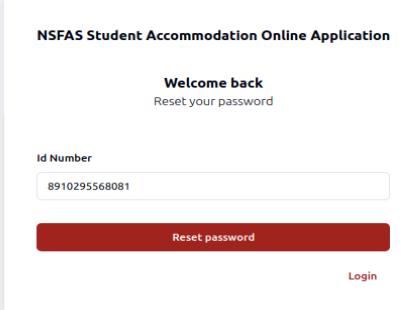
iv.   Receive OTP:

An OTP (One-Time Pin) will be sent to your registered email address. Check your emails for the OTP.

v.   Enter OTP and New Password:

You will be redirected to a page where you need to enter the OTP received in your email and also provide the new password you wish to set. Confirm the new password by entering it again. Click "Reset Password" when done.

vi.   Login:

If the OTP is correct and the new passwords match, you will be logged into your account automatically.

e. Landing Page

After successfully creating an account and login in, the user is redirected to the landing page (See image below).
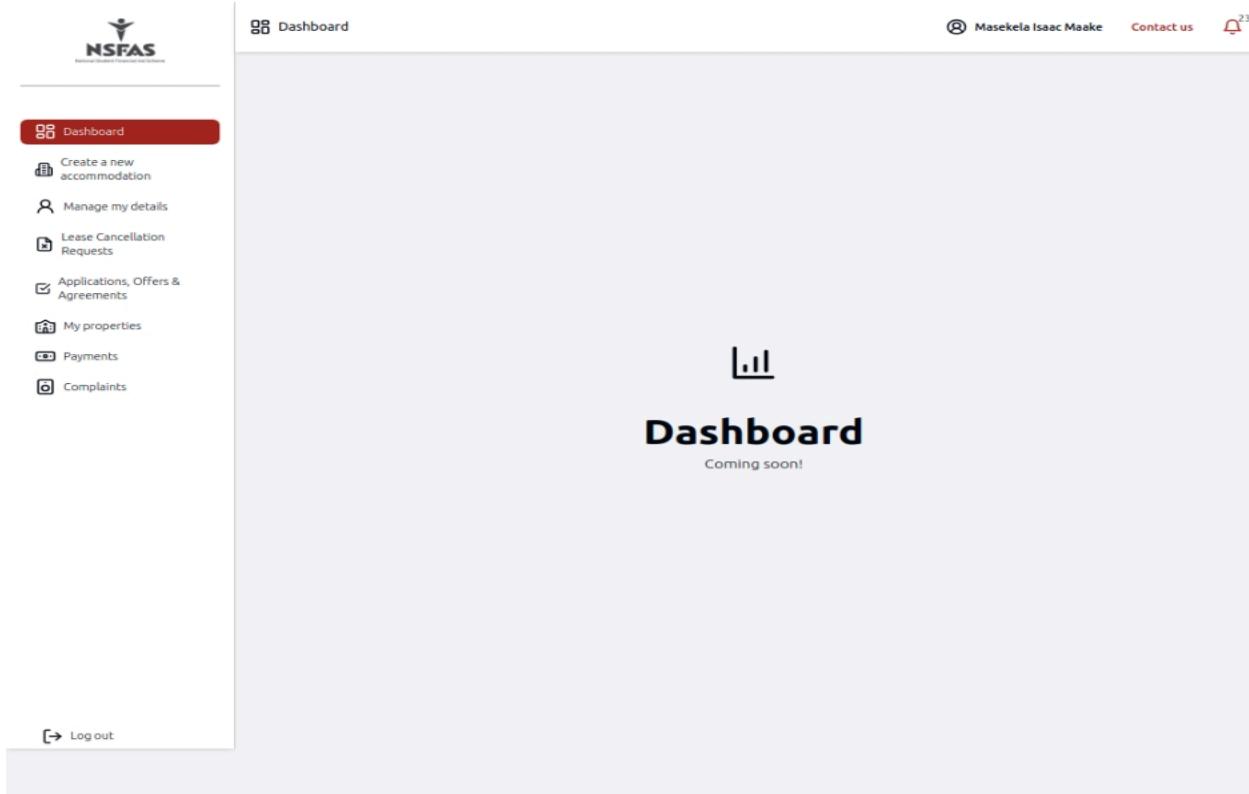
The landing page features are described below:

    i.   Side Menu Description
- Dashboard (Coming Soon) - View Account Summary in terms of students, queries, and other relevant statistics.
- Create a new accommodation - Register a new property profile.
- Manage My Details - Manage user details.
- Lease Cancellations - View and comment on lease cancellation requests.
- Applications, Offers & Agreements - Manage student's applications, lease agreement and offer letter(s)
- My Properties - Manage created properties
- Payments - View payments for accreditation and students
- Complaints - Create and manage complaints

    ii.   Profile Icon with user names - View and edit user details.
    iii.   Contact Us - Click to view support contacts.

3. Creating and Registering a Property

To register a property on the portal, follow the steps:

    a. Click on the "**Create a new accommodation**" on the Dashboard.

Complete the required sections (i.e., Property Details, Property banking details, and Additional property images). Click the "**Create Accommodation**" button to proceed to the next step.

Create new accommodation

Property details 🏠

Property Address

🗺 Search for your location...

Institutions

🏢 Select institutions ⇕

Who owns this property?

Individual ⌄

Name

🏠

Property Type

🏢 ... ⌄

Property banking details 💳

Bank   **Account Number**

... ⌄

Account Type

... ⌄

Account Name

Confirmation Letter

Choose File No file chosen

Additional Property Images 🖼

⬆
Upload

Create Accommodation

b. The next step is to upload the required documents. Click the drop down button to select the document to upload. Click on "**Choose File**" to upload the file from the device.

Note that the top six documents from the list are required in order to proceed with the review process. On the **Document importance guideline**, the documents highlighted in red are required, those highlighted in gray are optional, those in green have been uploaded.

c. The documents will be listed as you upload them and the list from the dropdown button will get smaller.

d. Click "**Save Changes**" to save the uploaded documents and to proceed to the next step. Note that if the required documents are not uploaded, you will see the pop up below requesting the upload of the specified documents when you access the property from the My Properties menu. Simply click the "**Upload Documents**" button to upload.

You have the following mandatory documents missing   ×

- Proof Of Ownership
- Zoning Certificate
- Approved Building Plans
- Occupancy Certificate
- Fire Compliance Certificate
- Electrical Certificate Of Compliance

Please note that payment will be blocked until the correct documents are supplied
You have until 25th June to comply with these requirements

Upload documents

s. Secunda Campus. Upington Campus .

e. The next page is the "Edit Accommodation" page where we can add the Room Profile, Property Facilities and Additional property images.

Documents

Incomplete Not Paid 🗑 Delete Submit changes for review

House22DUI

WITS
PARKTOWN-EDUCATIONAL, EAST, MEDICAL
Lerato Street, Faerie Glen, Pretoria, South Africa

🛏 0

Property Address

Lerato Street, Faerie Glen, Pretoria, South Africa

Faerie Glen

Pretoria

Gauteng

0043

Contact Details

Contact Person	Nats Nats
Email	
Cellphone	0658977966

Banking Details

Account name	Savings Acc
Account number	
Account type	Cheque
Bank name	ABSA BANK LIMITED

Confirmation letter

Room Profiles

Rooms

Sharing Standard (2 Beds) ▾ Quantity....

0 beds - R0 total cost of accreditation @ R200 per bed

Property Facilities

Facilities

Entertainment	⇕ 0/2
General	⇕ 0/2
Fitness	⇕ 0/1
Sport	⇕ 0/2
Security	⇕ 0/1
Study	⇕ 0/1
Student Room	⇕ 0/19
Common Room	⇕ 0/5
Study Area	⇕ 0/1

Additional Property Images

⬆ Upload

Room Profiles Section.

To add the room types and their count, click the dropdown button to choose the room type and in the quantity field, enter the count of rooms. Repeat the process for each room types you have. Note the accreditation fee displayed below the rooms as you select them.

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Property Facilities Section.
This section allows the AP to select the facilities available on their property. Click on each facilities category to select.

Additional Property Images.
Click on the upload icon to upload additional images of the property.

Note the property statuses on the top right along with the Delete and "Submit changes for review" button. The incomplete status will always be there until the user clicks the "Submit changes for review" button. The "not Paid" status indicates that the property has not been paid for. The "Submit changes for review" button allows the user to submit the changes, update all the property details, upload the additional images, banking details etc., before clicking the button. The Delete button will delete the property if the property is not paid for.

f. Click the "**Save Changes**" button when complete. The created property will be saved on the portal and be accessible via the "My Properties" menu.

4. Manage Created Properties

To manage created properties, click the "My Properties" menu. The created properties are displayed as cards as shown below
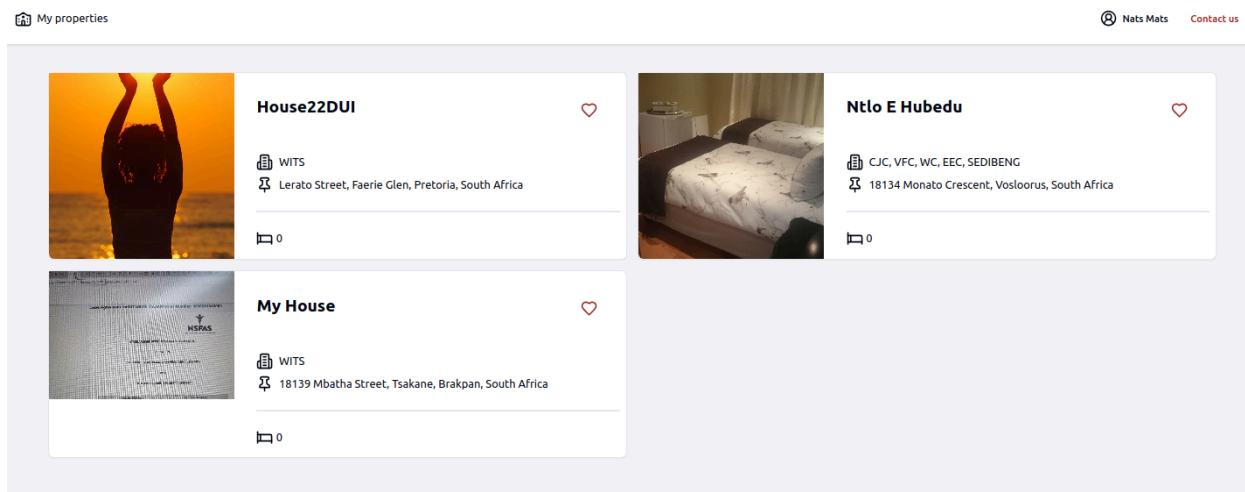
Click on each card to edit or update the property details. Editing of property details was covered in the previous section.

5. Pay For Accreditation

When the property has been created and the required documents uploaded, click the "**Submit changes for review**" button to send the property for review. The review process is carried out by the NDT team. When the property review has finished, the AP

is notified of the outcome and is allowed to proceed with payment (passed review), or, is not allowed to pay (failed review) until the required documents are attached.

When the property has passed the review stage, the AP is allowed to proceed with payment for accreditation. To pay the accreditation fee, follow the steps:

a. Click on the "My Properties" menu, and click on the reviewed property on the list of properties.
b. On the Edit accommodation page of the property, note the accreditation fee on the Room Profiles section, this is the amount to be paid.

Banking Details		Room Profiles		Property Facilities	
Account name	**Savings Acc**	**Rooms**		**Facilities**	
Account number				Entertainment	⇕ 0/2
Account type	**Cheque**			General	⇕ 0/2
Bank name	**ABSA BANK LIMITED**	Sharing Standard (2 Beds)	4 🗑	Fitness	⇕ 0/1
		Single En Suite	14 🗑	Sport	⇕ 0/2
Confirmation letter		Laundry	0 🗑	Security	⇕ 0/1
				Study	⇕ 0/1
		22 beds - R3300 total cost of accreditation @ R150 per bed		Student Room	○ 0/19
				Common Room	⇕ 0/5
				Study Area	⇕ 0/1
		Save Changes			

c. Locate the "**Pay Now**" button on the bottom right of the screen. Click the button to proceed with payment.

d. On the payment page, the property and the amount to pay for are displayed. Choose the payment option by clicking on it.

e. When payment is complete, the property status updates from "not Paid" to "Paid" as shown below.

Documents   Sign offer letter   Paid

House22DUI   **Property Address**   **Contact Details**

Lerato Street, Faerie Glen, Pretoria, South Africa

Faerie Glen   Contact Person   **Nats Nats**

Pretoria   Email   l.com

Gauteng   Cellphone   **0658977966**

0043

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Lerato Street, Faerie Glen, Pretoria, South Africa

0

After payment follows the inspection. The property paid for is assigned to an inspector who will arrange for an appointment date with the AP. When inspection is completed, the property is handed over to the NSFAS team for final approval. When the NSFAS team has finished with the approval they will issue the AP with an offer letter.

6. Signing the Offer Letter

When the offer letter is issued, the AP is notified and they can proceed to sign the offer for the specific property. Navigate to "My Properties" and select the property issued an offer. A page similar to the below page is displayed. Notice the "**Sign Offer Letter**" badge at the top right:

Documents   Sign offer letter   Paid

House22DUI   **Property Address**   **Contact Details**

Lerato Street, Faerie Glen, Pretoria, South Africa

Faerie Glen   Contact Person   **Nats Nats**

Pretoria   Email   l.com

Gauteng   Cellphone   **0658977966**

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0

To sign the Offer Letter, follow the steps:

a. Click "**Sign Offer Letter**" on the top right of the page. The offer letter page is displayed as shown

NSFAS

NOTIFICATION TO NSFAS STUDENT ACCOMMODATION PROVIDER

TO   : ACCREDITED NSFAS STUDENT ACCOMMODATION PROVIDER
FROM   : THE NATIONAL STUDENT FINANCIAL AID SCHEME(NSFAS)
DATE   : 08 June 2024
SUBJECT   : ACCREDITATION AND GRADING OF ACCOMODATION FOR THE PILOT PHASE OF THE NSFAS
                  STUDENT ACCOMMODATION PROJECT

Dear Accommodation Provider,

We are pleased to inform you that the National Student Financial Aid Scheme (NSFAS) has concluded the accreditation process on your property with an outcome that is differentiated based on room type (please see table below).

Accommodation Provider: Nats Mats

Property Name: House22DUI

Grade: A

Room Type	Bed Price	Number of Beds
Bachelor	4750.00	0
Single En Suite	4750.00	0
Single Standard	4750.00	0
Sharing En Suite (2 beds)	4512.50	0
Sharing Standard (2 beds)	4512.50	0
Sharing En Suite (3 beds)	4512.50	0
Sharing Standard (3 beds)	4512.50	0

Upon acceptance of the offer with grading outcome including terms and conditions, an accreditation certificate will be issued to you. The accommodation provider is expected to enter into an NSFAS approved lease agreement with a student tenant once verified and confirmed by NSFAS to be eligible for accommodation. NSFAS will only be liable for beneficiaries who applied and accepted through an online platform.

Your accreditation certificate is valid for three (3) years subject to review. Your total claim or amount receivable as per the grading outcome will not exceed ten (10) months (as per the academic cycle). The payment will be based on the number of months the student has been placed in your respective property given that for some cycles, the students will be placed halfway through the academic cycle.

1 2

b. Click "2" at the bottom to read page 2. When done, click "**Accept/Decline**" button to sign and accept or decline the offer letter as shown below

Note: Accept means you would like to continue with the registration/accreditation and the proposed offer letter and you may appeal the offer by contacting support. Decline means you do not agree with the offer and don't want to continue with the NSFAS accreditation. You cannot appeal the offer if you declined.

c. Input the signature and click either Accept or Decline, based on your choice, and click the "**Save Changes**" button when done.

When the offer letter has been replied to (accepted/declined), the offer letter and the reply document are saved as shown below:

REPLY SLIP

ACCREDITATION AND GRADING OF ACCOMMODATION FOR THE PILOT PHASE OF THE NSFAS STUDENT ACCOMMODATION PROJECT.

Provider Details:	Nats Mats
Contact Person:	Nats Nats
Email Address:	a_____@gmail.com
Contact Number:	065_____
On behalf of (Company or Property Name):	Nats Mats - House22DUI
Property Address:	Lerato Street, Faerie Glen, Pretoria, South Africa
Number of beds	0
Grading	A

This serves to confirm receipt of our property accreditation outcome and grading by NSFAS as indicated below:

☑ Accept
☐ Decline

1   2

7. Click "**Offer letter**" to view the offer letter and "**Reply document**" to view the reply document.

8. Student Onboarding.

When the offer letter is accepted, the next step is student on-boarding. With student on-boarding, the AP is able to upload student applications for their property, and approve them.

To on-board student(s), follow the steps:

a. Navigate to to My Properties on the portal and select the property to onboard student on, by clicking on it.

b. On the edit accommodation page, locate the "onboard students" button on the top right of the page and click on it. It will open a new page where we will onboard the students.

c. Input your email address associated with the AP account and click the "**Get OTP**" button.
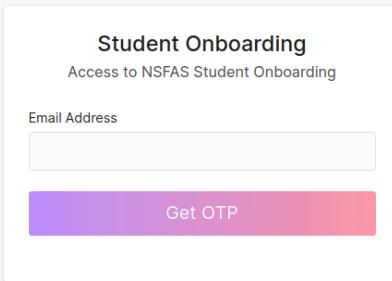
d. Check your email inbox for the OTP and enter it. Click "Submit" to continue.

e. Select the property by clicking on the Property dropdown button.
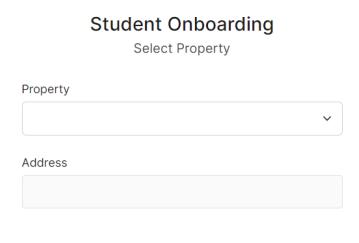
f. Download the spreadsheet template by clicking on the "**Download Template**" button. Use the downloaded template to fill in the student(s) details and save it.

g. Click on the field "**Click to upload spreadsheet**" and select the template with student details from the step above.

h. The students on the saved template sheet will be uploaded and displayed as shown below, assuming there are no errors.
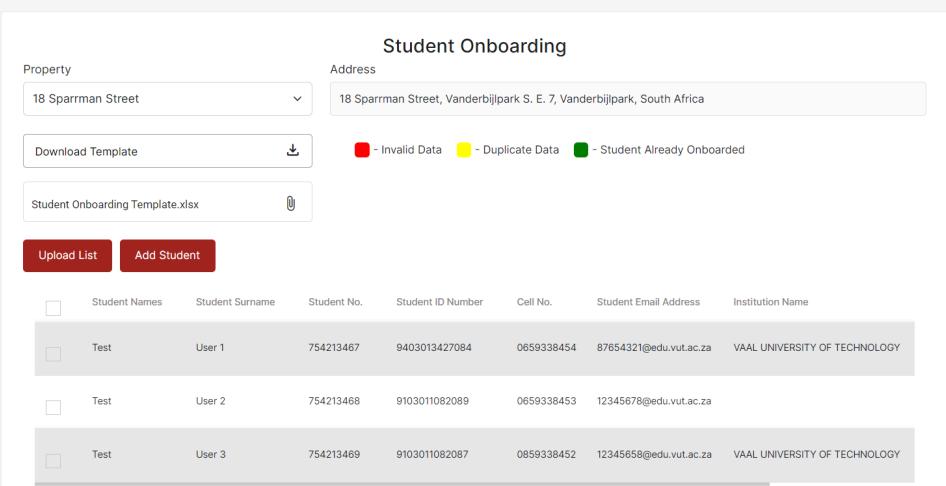
i. The next step is to add the institution and campus for the students. Click the check box(es) for each student you would like to add the institution and campus for (see image below). Click the "**Select Institution\Campus**" button.

j. Select the campus and the institution from the modal/pop-up that appears and click the "select" button.

k. The selected institution and campus will reflect on the page as shown below. When the institution and campus have been selected for all the students, click the "**Upload List**" button to onboard the student(s).

Student Onboarding

Property

18 Sparrman Street

Address

18 Sparrman Street, Vanderbijlpark S. E. 7, Vanderbijlpark, South Africa

Download Template

🟥 - Invalid Data   🟨 - Duplicate Data   🟩 - Student Already Onboarded

Student Onboarding Template.xlsx

Upload List   Add Student

ident Surname	Student No.	Student ID Number	Cell No.	Student Email Address	Institution Name	Institution Campus	Actions
r 1	754213467	9403353427084	0659338454	87654321@edu.vut.a.za	VAAL UNIVERSITY OF TECHNOLOGY	Main Campus	⋮
r 2	754213468	9103011082087	0659338453	12345677@edu.vut.ac.za	VAAL UNIVERSITY OF TECHNOLOGY	Main Campus	⋮
r 3	754213469	9103011082089	0659338452	12345678@edu.vut.ac.za	SEDIBENG COLLEGE	Vanderbijlpark Campus	⋮
r 4	754213400	0309188524083	0659338450	22244404@edu.vut.za	SEDIBENG COLLEGE	Vanderbijlpark Campus	⋮

Showing 4 entries

I. On the modal that pops up, click the "Submit" button to complete the process.
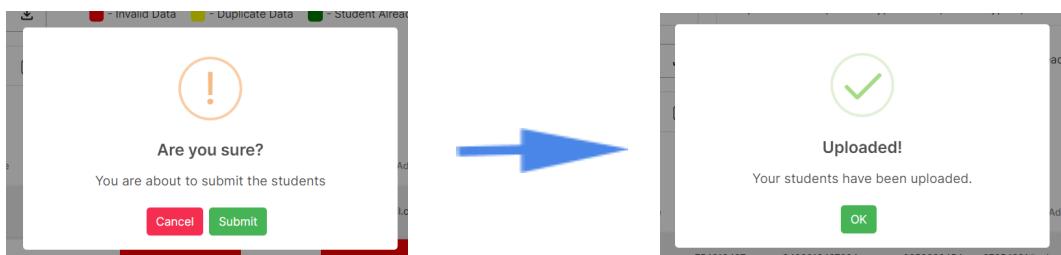
8.1 OnBoarding Error Messages

When onboarding students, there are some errors that you may need to deal with before successfully on-boarding a student. See the image below which displays the possible errors you may encounter when on-boarding students. Each color refers to a specific error for the students to be onboarded and are explained.

Invalid Data Error

The invalid data error refers to the data on the spreadsheet with the incorrect format e.g., The SA D number follows a certain format and if an ID number is not in the correct format, it will be highlighted. Check the highlighted columns and correct the details by clicking the check box on the applicable student, click the three dots under the Actions header and choosing the edit option.

Duplicate Data Errors

The duplicate data errors refer to any duplicate data entry in the ID number, student number, cell phone number, and email address columns. These data entries have to be corrected by removing one from the list.

Student Already Onboarded Error

The error indicates that the student has already been onboarded. Remove any student on the list who is already on-boarded.

8.2 Editing Student to Onboard

If errors are encountered during the onboarding process, follow the steps below to edit their details:

a. Locate the row containing the student with data or duplicate error messages. Click the 3 dots under the Actions header and click Edit. To delete the student from the list, click the "**Delete**" button.

b. On the modal that appears, click on any field to update the student details. Click the "**Save**" button when done.

When all the students have been on-boarded successfully and approved, the next step is for the AP to approve the student applications.

9. Student Applications

When all the onboarded students have been approved, they will be listed under applications for the AP to approve.

To approve the application, follow the steps:

a. navigate to "**Applications, Offers & Agreements**" and click on the "**Applications**" tab

Id ↑↓	Student ↑↓	Property ↑↓	Status ↑↓
02389125-c007-488d-b0f4-7a3355804464	Pindela Abenathi	House22DUI	InProgress
04991097-ed26-4429-a752-3f6ff147a5ce	Mthombeni Surprise	House22DUI	InProgress
12d705fb-10dc-4228-a91c-a34edcd9ef7d	Bongumusa Buthelezi	House22DUI	InProgress
29c71b75-a53d-4c64-821c-eb6044f1e173	Bezana Esihle	House22DUI	InProgress
2f97aa36-48fb-4abc-80b2-4f0da2de5607	Awelani Mbengeni	House22DUI	InProgress
4a4d4b62-dca4-423b-b3b1-d3fa441a894b	Mothupi Calida	House22DUI	InProgress
5cf6903f-41f4-4d26-b64d-e514d6b40adc	Ndawonde Shaun	House22DUI	InProgress

The applications tab displays the list of on-boarded students as well as their status. Approved students will have a status of "Approved", else it's InProgress as shown above.

b. To approve an application, click on the desired InProgress application which will redirect to the View Application Status page

c. Click each tab to review the student application and details then click the "**Accept Application**" button to open the modal below

Lease Agreement

Lease	Approve

STANDARDISED FIXED-TERM LEASE AGREEMENT

BETWEEN

THE PRIVATE ACCOMMODATION PROVIDER ("LESSOR")

AND

THE NSFAS-FUNDED STUDENT ("LESSEE")

LESSOR DETAILS	LESSEE DETAILS
NAME:	NAME:
REGISTRATION NO:	IDENTITY NO.
PHYSICAL ADDRESS:	PHYSICAL ADDRESS:
EMAIL:	EMAIL:
TELEPHONE/ CELL NO.:	TELEPHONE/CELL NO.:

LEASE DETAILS	GUARDIAN DETAILS (IF LESSEE IS A MINOR)
ADDRESS AND DESCRIPTION OF LEASED PREMISES (PROPERTY/BUILDING/UNIT):	NAME:
	IDENTITY NO.:

1 2 3 4 5 6 7 8 9 10

The lease tab contains the lease agreement with the student and AP details.
Click on the page numbers to read the lease details.

d. To sign/Approve the lease, click the Approve tab to open the modal below

Campus
Main Campus

Lease Agreement   ✕
OGY

| Lease | Approve |
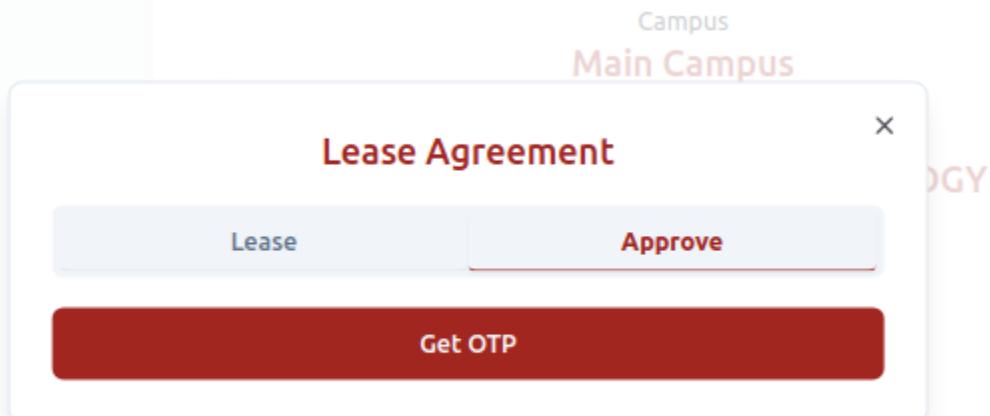
Get OTP

e. Click the "**Get OTP**" button and complete the fields as displayed below. Note: OTP is sent to the AP mobile number.

Lease Agreement   ✕

| Lease | Approve |

Room Type   **Unit Number**

...   ⌄

Code   **Start Date**

dd/mm/yyyy   🗓

Accept

When all fields are captured, click the **Accept** button to proceed. The application status will change to Approved as shown below. This will also create a lease agreement with a status of "Signed By Lessor".

Accommodation
House22DUI

Campus
Main Campus

Institution
VAAL UNIVERSITY OF TECHNOLOGY

Study Term
Trimester 1

Study Year
2024

Student Number

Room Preference

...

(Approved)

10. Lease Agreements

A lease agreement is generated when the AP has approved a student application. When both the AP and student have signed, the status of the lease agreement changes to "Signed". See the lease agreement tab page below:

Lease Agreements   Offer Letters   Applications

Search Lessee 🔍   Search Property 🔍   ▽ All status ⌄

Id ↑↓	Lessee ↑↓	Property ↑↓	Status ↑↓	State ↑↓	Actions
ff292a88-a0f9-43fc-a578-25ba78fef416	Buthelezi Bongumusa	House22DUI	SignedByLessor	Provisional	•••
55e14d19-cb52-4acf-8ba8-247cfb25ce3f	Surprise Mthombeni	House22DUI	SignedByLessor	Provisional	•••
afc3dfc5-9c63-4980-a56f-f688c4e5d6cd	Abenathi Pindela	House22DUI	SignedByLessor	Provisional	•••

|‹   ‹   1   ›   ›|

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The lease has two states: **Provisional** and **Final**. Provisional state is for any lease that has not been paid. A state of Final means the lease is finalized and the student rental payment has been processed. There are six statuses for a lease, namely: CancelledByAdmin, cancelledByLessee, CancelledByLessor, Expired, Signed, and SignedByLessor.

- CancelledByAdmin - means the lease was terminated by admin.
- CancelledByLessee - The lease cancellation request from the student has been approved by the admin.
- CancelledByLessor - The lease cancellation request from the AP has been approved by the admin.
- Expired - The lease agreement has expired.
- Signed - Both the student and AP have signed the lease agreement.
- SignedByLessor - The lease is signed by the AP only.

Click on the lease agreement to view more details:

The lease agreement View page has the **Download**, **Request Cancellation**, **Re-Lease**, and **lease dates edit** functionality. The Download feature is for downloading the lease on the local device as a pdf file. The Request Cancellation feature is for requesting the termination of the lease (covered in more detail in section 10.2). Re-Lease is for reinstating the lease agreement that has expired or was terminated. The lease dates edit (pencil icon) allows the AP to edit the start and end date of the lease agreement.

10.1 Download Lease Agreement.
To download the lease agreement, click the download icon.

10.2 Re-Lease.
To reinstate a lease, follow the steps below:
I.   Click the **Re-Lease** icon.
II.   On the modal that appears, click the "Get OTP" button. An OTP is sent to the AP mobile number.
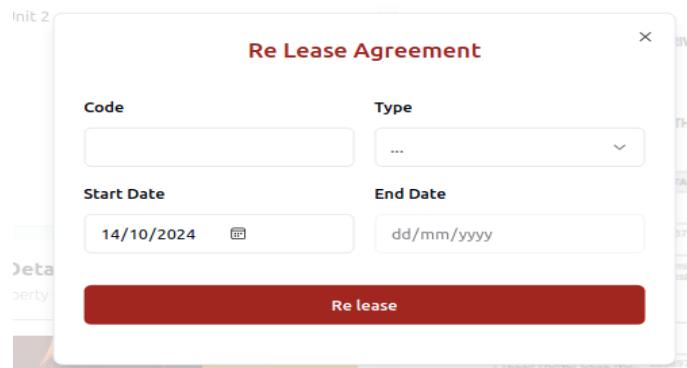
III. Input the OTP and provide the details required.
IV.   Click the "Re-Lease" button to reinstate the lease.

10.3 Edit Student Details.
There are situations where a student was on-boarded only to later find out that their details are not correct. A student onboarded with incorrect details may find it difficult to login or sign the lease agreement. Hence, editing of student details is to enable the student to sign the lease, therefore, this process applies to any lease with a status of "Signed By Lessor". To edit the student details, follow the steps
a. Navigate to the "**Applications, Offers, and Agreements**" page and click on the Lease Agreements tab. Under the Actions header, click on the three dots as shown below:

b. On the actions menu, click on edit user. A pop up appears as shown below. Click on any editable field and edit the student details. Click the "**Save Changes**" button to save and update the student details.

10.4 Lease Cancellation.

To cancel a lease agreement, follow the steps below (note these steps are the same if you started on the lease view page)

a. Navigate to the "Applications, Offers, and Agreements" page, and make sure to be on the Lease Agreements tab.

b. Locate the student by scrolling the list or by searching using the student name. When the student is located, click the three dots under the Actions header and select the "**Request Cancellation**" option.

c. On the modal that appears, provide the cancellation date and the reasons for cancellation, and click the "**Request Cancellation**" button.

d. A success message will display when the lease is canceled and the status of the lease will reflect as "**CancelledByLessor**" as shown below

Note that for the lease cancellation to be finalized, the student must also submit the request to cancel the lease and also state the reasons. When both parties have submitted the requests, the administrators are able to finalize the cancellation if the reasons provided are allowed. To track the status of the cancellation request, click the "**Lease Cancellations"** menu.

11. Payments

When all the leases have been signed by both parties, NSFAS can start processing payment for the rental for successfully verified students.

11.1 Rental Payment

When NSFAS has processed the signed leases for the AP, the rental payments can be found on the Payments page under the "Rental Payments" tab as shown below. Click the "**Download**" button to download the report and save it on a device:

Payments
Here's a list of all payments!

Rental Payments	Completed Registration Fees	Pending Registration Fees

Property 🔍	Student 🔍

Status ⇅   Type ⇅   📅 Pick a date range   Total (16):**R281 208,99**   ⬇ Download

Id ⇅	Amount ⇅	Name ⇅	Status ⇅	Id Number ⇅	Months ⇅	Property ⇅	Reason ⇅
ba98bf34-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Portia Ramotlekoa	Rejected				no registration for 2024 cycle 1
ba98c48b-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Thokozile Ntombi Motebang	Rejected				no registration for 2024 cycle 1
ba98da54-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Boniwe Sokhweba	Rejected				no registration for 2024 cycle 1
ba9a03d6-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Lerato Monyamane	Rejected				no registration for 2024 cycle 1
ba965fd2-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Sisanda Kirsten Nkosi	Rejected				no registration for 2024 cycle 1
ba96c3e4-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Kelebogile Lettia Kgagodi	Rejected				student not funded for 2024 cycle 1
ba96fde4-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Selebatso Anna Madibela	Rejected				no registration for 2024 cycle 1
baa04158-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Dodozile Mnjali	Rejected				no registration for 2024 cycle 1
baa0c3c0-1cbe-11ef-9782-0aaf355ef865	R17 575,00	Thokozile Dorah Mahlangu	Paid				PAID
ba9e8d7e-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Sibongile Mgcina	Rejected				no registration for 2024 cycle 1
ba9d0577-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Anisher Mazibuko	Rejected				no registration for 2024 cycle 1
ba9d2054-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Nthabiseng Mosa Modikoe	Rejected				no registration for 2024 cycle 1
ba9d4b43-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Bofelo Mpheqeke	Rejected				no registration for 2024 cycle 1
baa26a81-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Noluthando Lerato Mabea	Rejected				student not funded for 2024 cycle 1

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On this page the AP can filter the list by Status, Type, or date and also search for students and properties as well as download the payments information within a specific date range. The total amount payable will be shown on the top right above the list. This is the total amount possible for all the students irrespective of their statuses. However, to see rental payments by status, click the status filter and select the appropriate status as shown

Payments

Here's a list of all payments!

Rental Payments   Completed Registration Fees   Pending Registration Fees

| Property | 🔍 | | Student | 🔍 |

| ▽ Status ⇕ | ▽ Type ⇕ | 📅 Pick a date range |

Total (16):**R281 208,99**   ⬇ Download

🔍 Search ...							
Approved	**Amount** ⇅	**Name** ⇅	**Status** ⇅	**Id Number** ⇅	**Months** ⇅	**Property** ⇅	**Reason** ⇅
Rejected	R17 575,60	Noluthando Lerato Mabea	Rejected	▮▮▮	5		student not funded for 2024 cycle 1
Awaiting Verification							
Bank Failure	R17 575,60	Lesedi Mokotsi	Rejected		5		student not funded for 2024 cycle 1
Bank Ready							
Bank Submitted	R17 575,60	Sisanda Kirsten Nkosi	Rejected		5		no registration for 2024 cycle 1
Paid							
ba96c3e4-1cbe-11ef-9782-0aaf355ef865	R17 575,60	Kelebogile Lettia Kgagodi	Rejected		5		student not funded for 2024 cycle 1

The screen below shows the rental payments filtered by Status by selecting the Paid option.

Payments

Here's a list of all payments!

Rental Payments   Completed Registration Fees   Pending Registration Fees

| Property | 🔍 | | Student | 🔍 |

| ▽ Paid ✕ ⇕ | ▽ Type ⇕ | 📅 Pick a date range |

Total (1):**R17 575,00**   ⬇ Download

Id ⇅	Amount ⇅	Name ⇅	Status ⇅	Id Number ⇅	Months ⇅	Property ⇅	Reason ⇅
baa0c3c0-1cbe-11ef-9782-0aaf355ef865	R17 575,00	Thokozile Dorah Mahlangu	Paid	▭▭▭	5	AfroShady 54 Hertz	Payment Approved

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11.2 Payment Statuses Definition.

Approved - The rental payment has been approved.

Rejected - payment has been rejected by NSFAS

Awaiting Verification - The payment is awaiting verification and not yet approved.

Bank Failure - the rental payment failed. The bank returned an error, thus the AP must check and correct the banking details.

Bank Ready - The payment is ready to be submitted to the bank.

Bank Submitted - The payment is submitted to the bank.

Paid - The payment is made to the AP.

11.3 Reasons Definition

ExclusionReason	Explanation
no registration for 2024 cycle 1	Institution to submit registration data should the students be identified as academi eligible
PAID	Successful payment
student not on earmarked list	Student not yet confirmed by the institution to be an off-campus student
student not funded for 2024 cycle 1	student not funded as at 20 May 2024, majority still have Pending Funding Decision Statuses
OPS: Overdisbursed	Student over paid for the period of 5 months
OPS: Fully Disbursed	Fully disbursed for 5 months
exceed income threshold	Parental income exceed NSFAS Threshold (R350,000)
Possible Over Disbursed	To Investigate possible overpayment
OPS: Duplicate Registration	Students has more than one registration data,therefore student needs to send an email to NSFAS confirming institution he/she registered to : 2024dualreg@nsfas.org.za
OPS: Re-applied Before Migration	Returning Student, NSFAS will be resolving the matter, student were not suppose to re-apply for funding
Invalid IDNumber_student not funded for 2024 cycle 1	Invoice with Invalid IDNumber
institution mismatch	Institution ID reflecting from Registration data received from the institution differ from the institution reflecting on the invoice from Solution Partner
OPS: Flushing Request - Incorrect Allowances Captured	Institution to resubmit registration data
Payable Exceeds Cap For Metro	Payable Exceeds Cap For Metro
Not on earmark list	Student not yet confirmed by the institution to be an off-campus student

OPS: Potential Overdisbursed	To Investigate possible overpayment
invoiced 5 months but student paid already via direct / fnb	To recalculate balance due, amount from the invoice exceeds what is due per NSFAS System
payable greater than rental * license	To recalculate balance due, amount from the invoice exceeds what is due per NSFAS System
Payable Exceeds Cap For Non Metro	Payable Exceeds Cap For Non Metro
OPS: Deregistered	Student no longer studying at the institution where registration data was received from
no amount to pay	To recalculate balance due, part of the next run
OPS: Flushing Request	Institution to resubmit registration data
total payable greater than available balance	Total payable greater than available balance- To recalculate balance due, part of the next run
OPS: Flushing Request - Incorrect Accom Amount	Institution to resubmit registration data
number of months invoiced greater tna cap for cycle	To recalculate balance due, part of the next run

11.4 Completed/Pending Registration Fees.
The completed registration Fees tab contains the successfully completed accreditation fees whilst the pending tab contains the pending payments.

Payments
Here's a list of all payments!

Property ⇅	Amount ⇅	Date ⇅
	R2 600,00	23 Feb 2024
	R1 600,00	23 Feb 2024

12. Complaints
The complaints page is where the AP can create a complaint for the property or against/for a student. To create a complaint, follow the steps:

a. click "Complaints" on the menu to navigate to the Complaints page shown below:

Complaints

▽ All status ⌄   + Add complaint

Id ⇅	Description ⇅	User ⇅	Status ⇅	Type ⇅	Actions ⚟
e5bfe978-6e37-41be-8897-6e3c0060d41f	People Listen. Testing 123 ioqhoediqbdbajksdn,amn…	Nats Mats	Pending	Student	•••

|<   <   **1**   >   >|

b. Click the "**Add Complaint**" button and complete the fields as shown below:

×

Add complaint ◁ᐧ

)78-6e37-
)60d41f

Type

...   ⌄

Desc   🔍 Search ...

     Property

     Student

Add complaint

User

Nats
Mats

>|

Select the complaint type and enter the description. Click the "**Add Complaint**" button to proceed. All added complaints are listed here.

13. Glossary.

Term / Abbreviation	Meaning
AP	Accommodation Provider
NSFAS	National Student Financial Aid Scheme