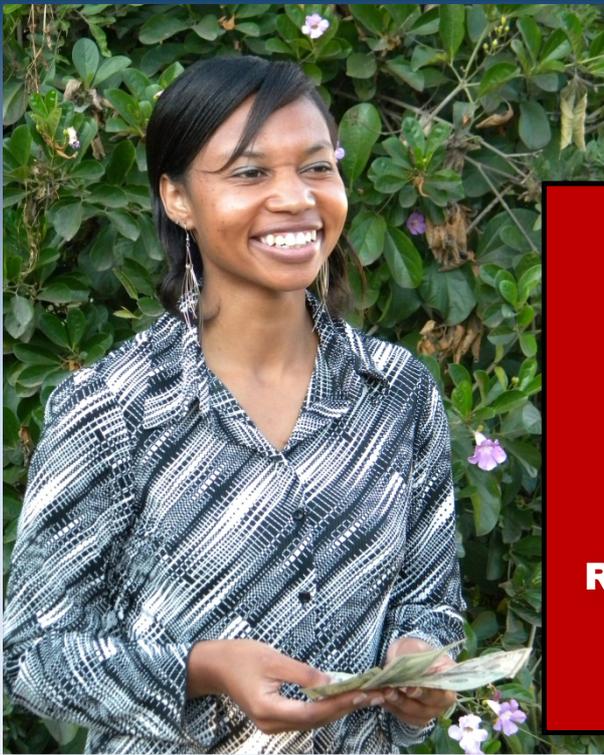


# HOT

# Recharge

PROUDLY ZIMBABWEAN



Save **15%** on all  
your Airtime

**Faster better managed  
Airtime for Companies,  
Embassies and NGOs**  
*with HOT Recharge*

**RTGS or deposit at 2 banks nationwide**  
*Get instructions at*  
**[www.hot.co.zw](http://www.hot.co.zw)**

**Transaction History**

Start: 14/09/2011 07:18:22:145 from: 14/09/2011 07:18:22:145 Subscriber: J. J. Mali Consular

Date	Reference	Amount	State
14/09/2011	077822145	20.00	Success
12/09/2011	0773206669	20.00	Success
12/09/2011	0773421317	50.00	Success
10/09/2011	0775539015	20.00	Success
09/09/2011	0772514216	5.00	Failure
07/09/2011	CASH	10.00	Payment
05/09/2011	0774735480	10.00	Success
05/09/2011	077255319	50.00	Success
<b>Total</b>		<b>185.00</b>	

**Audit all Airtime by name and number  
Download excel or .pdf reports  
VAT Invoice monthly**

**Recharge**

Subscriber:  J. Mali Consular  P. Tan Consular  Q. Answer  D. Ambassador  S. C. Messenger  C. Chifumba  H. Dale  Harry Wendall

Amount: 50

**Recharge multiple phones 50c  
up to \$50 at a time.  
No recharge cards**



**SMS to recharge  
as a backup if your  
internet is down.**

**HOT Recharge are  
approved electronic  
recharge  
distributors of  
Econet, NetOne and  
Telecel since 2005**

**Email:**  
[register@hot.co.zw](mailto:register@hot.co.zw)

**Website:**  
[www.hot.co.zw](http://www.hot.co.zw)

**Call:**  
04- 480000/1

**Support:**  
0772 929223

**Offices:**  
120 Mutare Road,  
Msasa

**HOT and HOT Recharge are  
registered trademarks of  
Comm Shop P/L**

## Recharge Airtime to lots of people easily

Make your life easier! Recharge by SMS or by Internet. Control and monitor the Airtime you give your employees. Recharge all your employees as many times a month as suits you, fast and easily. Recharge data dongles or tracking devices, ipads and tablets.

## Recharge **\$50** at once

Direct into the prepaid phone account, Pinless Econet recharge: no cards, no scratching, no numbers and any amount \$0.10 up to \$50.

## See everything done on your account

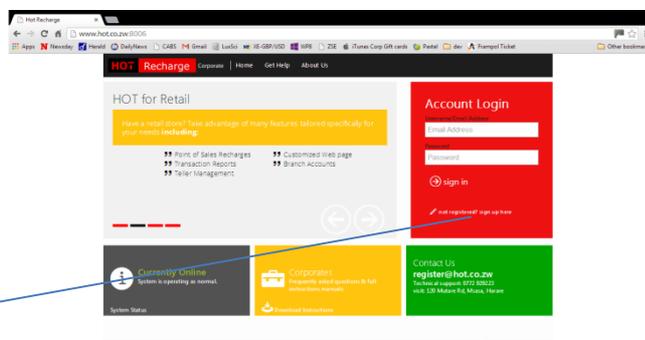
Get reports on the internet. Statements per number. You control the amount you give and pay with one bulk sum.

### Step 1: Register and sign in

Register via the internet:

Go to [www.hot.co.zw](http://www.hot.co.zw) in your browser.

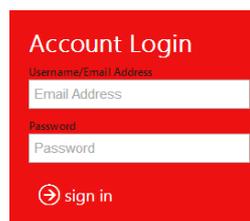
Click on: **Not Registered? Sign up here**



Fill in your details online. Name the account after your company for ease of reference. The National ID and e-mail must be of the Account Controller

The Account Controller is the person in your company/business that will be in charge of doing recharges. Once your account has been successfully created, you can move on to sign in:

**Then use your registered email and password to sign in.**



My Account Tab – will great you after logging in.

Change your Password

See your account's credit balance

Pay us online!

Put your full details and VAT number so we can give you a tax invoice

Add, change or delete trusted users of this account

The dashboard shows sections for 'Change Password', 'Account Information' (with fields for Company Name, Address, City, VAT Number, etc.), 'Account Status' (showing a balance of \$19.69), 'Online Payment', 'Manage Subscribers', and 'Trusted Users'.

## Step 2: Credit your **HOT** Recharge Account

Deposit cash at our offices: 120 Mutare Road, Msasa, Harare, or do a **transfer** or an **RTGS** or **deposit cash** at one of these **bank branches** near you

Bank	Branch	Account Name	Account No
<b>Agribank</b>	R. Mugabe	Comm Shop USD	<b>044 000 012127</b>
<b>CABS</b>	Central Av	Comm Shop USD	<b>901 351 0294</b>
<b>EcoCash</b>	Do a Cash out to Agent	Comm Shop	<b>68968</b>
<b>ZimSwitch</b>	All Zimbabwe banks	Comm Shop	<b>Online: www.hot.co.zw</b>

For deposits: make sure the teller CAPTURES your email address that you registered with as a reference. It is the only way we can find your deposit. ZimSwitch V-payments and EcoCash we receive a link to your account.

This is electronically credited to your new **HOT**Recharge account. **HOT**Recharge will send an SMS in seconds for EcoCash and V-payments and less than 4 hours' time to confirm deposits.

## Step 3: Create a List of Subscribers to Recharge

Add people you want to recharge. Once you have logged in to your account on [www.hot.co.zw](http://www.hot.co.zw) , go to the **Subscribers** tab.

Edit any detail or delete

Add new employees or subscribers

Name	Mobile Number	Brand	Status	Actions
1 Pauline Rietz	0772322227	Econet	Active	✎ ✕
2 Renee Rietz	0772929202	Econet	Active	✎ ✕
3 Kurt 01 1	0712616000	NetOne	Active	✎ ✕
3 Kurt Car 1	0777822146	Econet	Active	✎ ✕
3 Kurt Car 2	0772213890	Econet	Active	✎ ✕
6 Phil Scot-Riddell	0774398796	Econet	Active	✎ ✕
7 Steve Curle	0772255318	Econet	Active	✎ ✕
8 Gina	0772812744	Econet	Active	✎ ✕
9 Sevon Geoff	0773222232	Econet	Active	✎ ✕
bryan zulu	0772397464	Econet	Active	✎ ✕
Chifamba Trust	0773421317	Econet	Active	✎ ✕
Hanssen Enrol	0779452470	Econet	Active	✎ ✕
Hanssen Amy	0779530721	Econet	Active	✎ ✕
Hanssen Brad	077208670	Econet	Active	✎ ✕
Hanssen Dale	0774433510	Econet	Active	✎ ✕

Click on "Add New Subscriber" then enter the details of each person who will be receiving the airtime. You can help your reports by adding prefixes to group them together if you want. Repeat the process for each number you intend to recharge from your account.

## Step 4: Recharge subscribers / employees

Navigate to the **Subscribers** tab of your account on [www.hot.co.zw](http://www.hot.co.zw), simply mark the numbers you wish to recharge, enter the amount then click "Recharge"

HOT Recharge does the rest and sends a confirmation SMS to your employee. If the recharge fails for any reason, you are notified and not charged.

The screenshot shows the 'Subscriber Management' interface. A modal window is open for recharging 3 selected subscribers. The 'Recharge Amount' is set to 10. A table of subscribers is visible in the background.

Name	Mobile Number	Brand	Status	Actions
<input checked="" type="checkbox"/> Better Recharges	0733480000	Telecel	Active	
<input checked="" type="checkbox"/> Gina Doti	0712480000	NetOne	Active	
<input checked="" type="checkbox"/> John Bapare	0772480000	Econet	Active	
<input type="checkbox"/> Kuda Moyo	0772480000	Econet	Active	
<input type="checkbox"/> Patience Chipuve	0772480000	Econet	Active	

Callout boxes provide instructions:

- Insert the amount to Recharge**: Points to the 'Recharge Amount' input field.
- Click to recharge the list chosen**: Points to the 'Recharge' button.
- Filter your list if it is long**: Points to the 'Filter Subscribers' dropdown.
- Click and choose who to recharge the one amount**: Points to the checkboxes in the subscriber table.

As easy as that! Repeat for different amounts.

To Recharge only one person click **Quick Recharge**

Choose the subscriber name and fill in the amount.

The 'Quick Recharge' modal window is shown. It contains a dropdown menu for selecting a subscriber (currently set to 'Better Recharges'), a text input field for the 'Recharge Amount', and a 'Recharge' button.

### So start now! – Credit your Account

Start by depositing a small amount, even just \$100 to see how it works.

Deposit cash at our Office, or into our Agribank or CABS accounts or use EcoCash or ZimSwitch V-payments.

Don't delay, start today.

## See transaction results and Reports

Navigate to the **Subscribers** tab of your account on [www.hot.co.zw](http://www.hot.co.zw).

Subscriber Management

Filter Subscribers

5 Selected Subscriber(s)

View Transactions

Start Date: Oct 24 2013

End Date: Oct 24 2013

Confirm

<input checked="" type="checkbox"/>	Name	Mobile Number	Brand	Status
<input checked="" type="checkbox"/>	Better Recharges	0733480000	Telecel	Active
<input checked="" type="checkbox"/>	Gina Doti	0712480000	NetOne	Active
<input checked="" type="checkbox"/>	John Babare	0772480000	Econet	Active
<input checked="" type="checkbox"/>	Kuda Moyo	0772480000	Econet	Active
<input checked="" type="checkbox"/>	Patience Chipuve	0772480000	Econet	Active

Choose the dates FROM and TO. Default is for today

Mark the numbers you wish to see successes, failures, history or report on.

## See the Report

**HOT Recharge** Corporate

Transaction Report

Requested by: kare@hot.co.zw  
"Oct 20 2013" to "Oct 24 2013"

Export to Excel | Print Report

Drag a column and drop it here to group by that column

Date	Subscriber	User	Status	Amount
23-October-2013	Geoffrey	Kuda	Success	\$30.00
				Sum:\$30.00
				Avg:\$30.00

Export to Excel or .pdf

Sort and group by any column

Successes and failures marked.  
Numbers named from the subscriber/ employee list

# Fiscal Tax Invoices

**HOT Recharge** will automatically create a Fiscal Tax invoice according to the details you entered on the website. **Put in correct details please.** These cannot be amended later. The current and past Tax Clearance Certificates are on the about us page.

## About us

- Contact Us
- Company Resources
- Tax Clearance Certificates
- Company Profile
- The Vision
- The Mission
- HotRecharge for Corporates
- What's Next

**Contact Us**  
**Msasa Office**  
 120 Mutare Rd, Msasa  
 Harare  
 ☎(04) 480 000/1  
 📠(04) 486 321  
 email : register@hot.co.zw

### Tax Clearance Certificates



# Other Helpful information

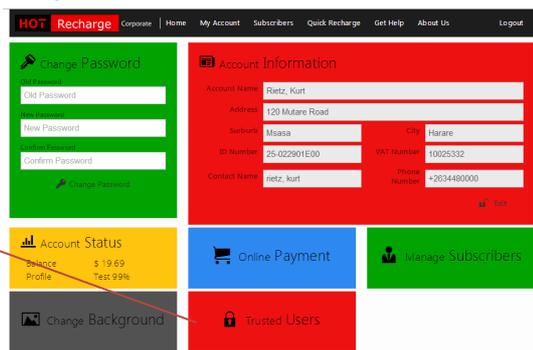
## SMS Backup for recharges and all services

### Link a phone to your account

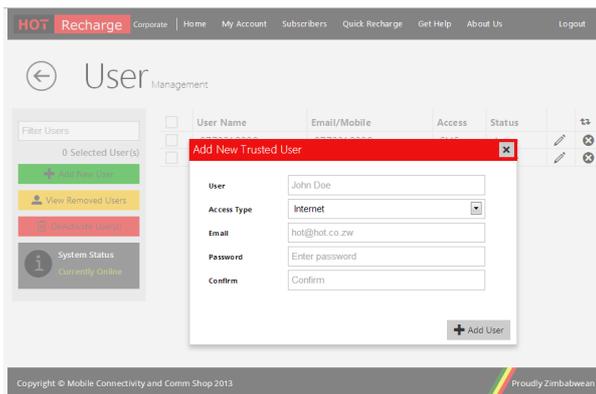
You can register a cell phone if you would like a backup recharge method. This is for when you are out the office and someone is stuck for airtime. No need to get on the internet.

On **My Account** the page, use the "Add/Edit trusted users of this Account"

Add, change or delete trusted users of this account



The following registration page shows with mobile, password and security code to enter.



## Send SMS to Recharge employee



The trusted user's phone can now recharge anyone.

Type a sms: **Hot Amount#MobileNumber#PinCode** Send to **180**

Example: **Hot 10#0772480000#1234**

### **To get HELP**

Type an SMS with a question mark like this: **? or HELP** and Send to **180**  
Send an email to [register@hot.co.zw](mailto:register@hot.co.zw) or call us on **0772 929223** or **04-48000/1/2**

## Get your **HOT** Recharge Balance

Get your company balance on your **HOT** Recharge account by looking on your **My Account** page on [www.hot.co.zw](http://www.hot.co.zw) or

sending an sms saying **HOT** to **180**



You will get a message back with your balance and how much is in your account.

### Automatic entry in to Promotions and Competitions

HOT Recharge customers enjoy special benefits and are automatically entered into network promotions and competitions without having to fill forms, etc. This includes free texts, extra window periods and winning cars, etc.

### Econet/Netone/Telecel Recharges

For Econet/Netone/Telecel airtime, **HOT** Recharge uses a direct recharge system that automatically changes the person's balance by the amount specified. The employee will receive a message stating that he has been recharged. You can load any value airtime to any Econet Buddie, LibertIE, Business Partna, Easy call or Juice employee. You can send any amount over \$0.50 up to \$50. The maximum account balance is \$500.

The Airtime windows are increased according to the amount recharged. Econet airtime windows are up to 3 months depending on Amount Recharged. If you will be making TXT recharges, or it happens that the direct recharge system may not be working, PINs will be sent. See below for details.

### Africom/Telecel/Econet PIN Recharges

For Africom airtime, Telecel PINs or Econet PINs a system of recharge PINs is used. These PINs are used in the same way the number on a scratch card is used.

#### **Available denominations**

Africom Pins	\$1, \$5, \$10, \$25
Telecel Juice Pins	\$0.50, \$1

1. If you ask to recharge your employee with \$23 **HOT** Recharge will send them 2 x \$10 and 3 x \$1 PINs.
2. The employee will get an SMS with his recharge PINs in it. He can then use this to recharge in the normal way. **TIP: Open the SMS, press "Options" and then "Forward"**

To find out the current PINs stock available type an sms: **? stock** Send to **180** **HOT** Recharge will send you a SMS with the current denominations in stock, so you know what you can request.

## Help your employees to recharge

When you employee receives his recharge PIN number.

Open the SMS, press the "Options" key, then look for an option to "Forward". You can then send the PIN exactly as it is without having to re-type it. Send to the employee's network recharge number as below.

- Econet - Econet Recharges are Pinless normally. Econet Help is 111 for queries
- Netone- Netone Recharges are Pinless. NetOne help is 121 for PIN queries
- Telecel

Type \*123\*pinnumber# and press the call button and they will be recharged.

Eg:\*123\*123456789012# and press Call

Telecel Help is 153 for PIN queries

- Africom

Type\*123\*pinnumber# and press the call button and they will be recharged.

Eg:\*123\*003456789012# and press Call

Africom Help is 400

## Resend

If your employee does not receive his Airtime Recharge or PINs. Tell him to turn his phone OFF and ON again (to re-set it with the Network), then you can safely request us to resend the SMSs for last request you did by sending any of the following

**RESEND MobileNumber** to **180**

Example : **RESEND 0772480000** to **180**

**RESEND YourRechargeMessage** to **180**

Example : **RESEND HOT 1000#0772480000** to **180**

## BANKING

Deposit cash at our offices: 120 Mutare Road, Msasa, Harare, or do a **transfer** or an **RTGS** or **deposit cash** at one of these **bank branches** near you

Bank	Branch	Account Name	Account No
<b>Agribank</b>	R. Mugabe	Comm Shop USD	<b>044 000 012127</b>
<b>CABS</b>	Central Av	Comm Shop USD	<b>100 273 4428</b>
<b>EcoCash</b>	Do a Cash out to Agent	Comm Shop	<b>68968</b>
<b>ZimSwitch</b>	All Zimbabwe banks	Comm Shop	<b>Online: www.hot.co.zw</b>

## VERY IMPORTANT

**Make sure the teller CAPTURES your reference.** It is the only way we can find your deposit. An example deposit follows, do similar for any Bank. The reference is either your email address when you registered or one of your controllers' cell numbers.

ZimSwitch V-payments and EcoCash we receive a link to your account.

This is electronically credited to your new **HOT**Recharge account. **HOT**Recharge will send an SMS in seconds for EcoCash and V-payments and less than 4 hours' time to confirm deposits.

To find out the current Bank details  
type an sms: **? banks** Send to **180**



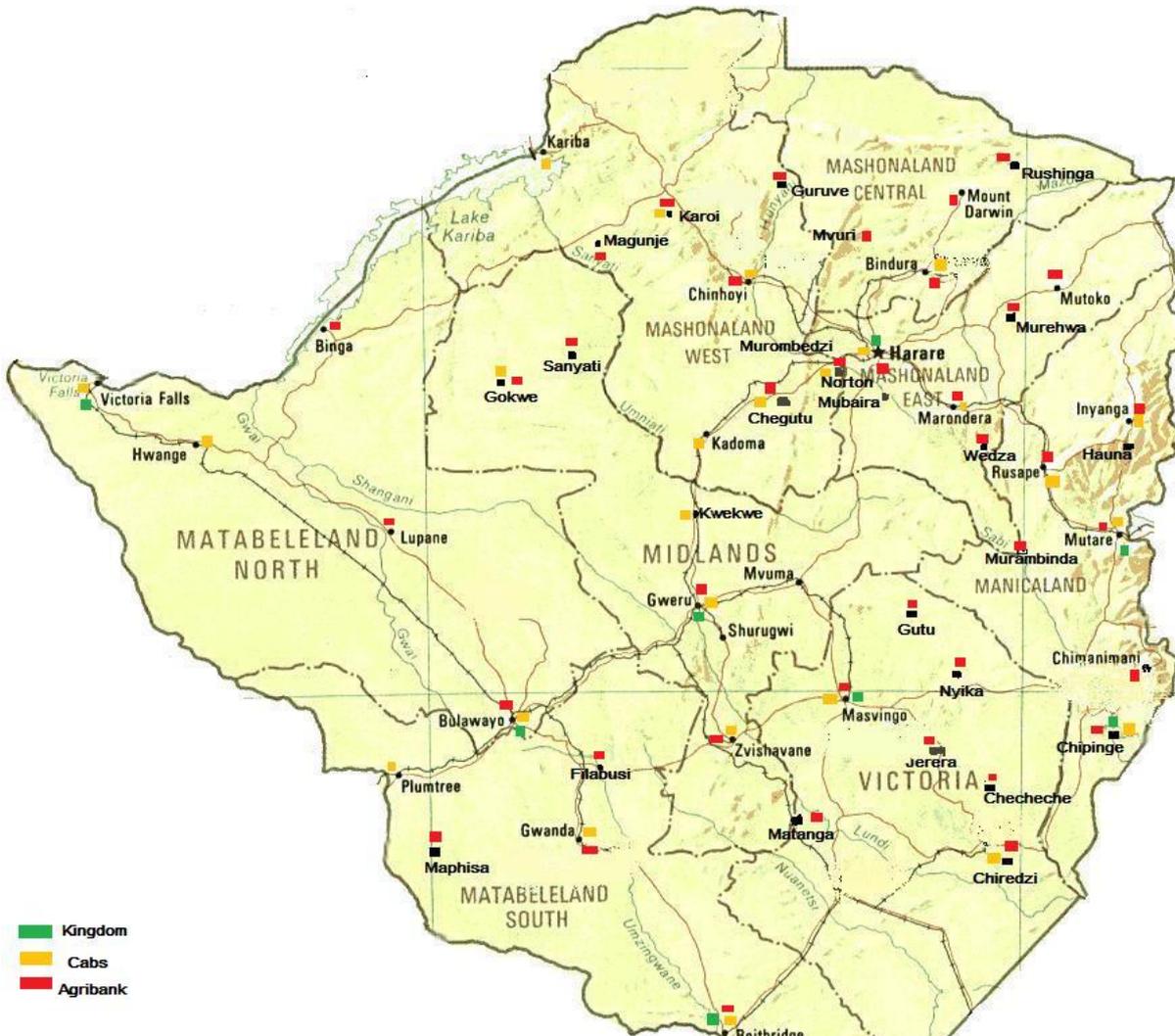
## Minimums

**Deposits:** You must deposit a minimum of \$50 every time you deposit.

Sample deposit slip

<b>AGRI BANK</b>		<b>AGRICULTURAL BANK OF ZIMBABWE LIMITED</b> (Registered Commercial Bank)		<b>CASH DEPOSIT</b>	
ACCOUNT NAME <i>Comm SHOP</i>		BRANCH <i>Robert Mugabe</i>			
DATE <i>28/06/09</i>	NAME OF DEPOSITOR <i>reg@hotmail.co.zw</i>	SIGNATURE <i>J. moyo</i>		<i>Smoyo</i>	
TELLER'S BANK STAMP AND INITIALS	TICK WHERE APPLICABLE			50 000	
	<input checked="" type="checkbox"/> CURRENT	<input type="checkbox"/> SAVINGS	<input type="checkbox"/> NEST	20 000	
	<input type="checkbox"/> AGRIPREMIUM	<input type="checkbox"/> BIG 'A' TEEN	<input type="checkbox"/> GROWER	10 000	
	<input type="checkbox"/> LOAN ACCOUNT	<input type="checkbox"/> OTHER		5 000	
	AMOUNT IN WORDS <i>nine Hundred</i>			1 000	
dollars			OTHER		
BRANCH			ACCOUNT NO	TRAN CODE	
043107647101					
TOTAL CREDIT				\$	900 -

Branch locations in Zimbabwe



## Who are **HOT** Recharge

**HOT**Recharge is a product of Mobile Connectivity P/L exclusively licensed to Comm Shop P/L. We are approved SMS recharge distributors by Econet and Net One, Telecel and Africom airtime.

For queries and assistance :

Email : [register@hot.co.zw](mailto:register@hot.co.zw)

Web : [www.hot.co.zw](http://www.hot.co.zw)

Facebook : [www.facebook.com/HOTRecharge](http://www.facebook.com/HOTRecharge)

Call 04-480000/1/2 / 04-486321 / 0772-929223

Visit 120 Mutare Rd, Msasa, Harare