SmartMatter
FOR INTELLIGENT LIVING

Aureus User System Introduction

We are highly excited about the additional value that can be unlocked through our new platform, Aureus. Please find attached a comparison of the old and new platform, as well as important dates and what to expect during this transition period.

We look forward to engaging with you.

Old System
VS
Aureus

Old System	Aureus
5% Transaction fee on all credit card payments	3.5% Transaction fee on all credit card payments
Payment process included a merchant redirect to a third party payment service provider (PayFast)	No merchant redirect. Payments can be made directly out of your own banking environment (Banking App) via EFT
Limited Transparency	New App and client access to the Aureus Backoffice allows for more transparency and accurate answers to consumption/billing queries
Complicated data gathering methods	Simplified, more consistent data gathering. Data is received on a daily basis, and is only subject to hardware constraints.

What to Expect During the Implementation

Old System Deactivation

2022/08/22

1. Account Access Termination

On 2022/08/22 your access to the old system will be disabled. From this point on, you will no longer have access to the Smart Utilities App and will not be able to top-up on the on the old system.
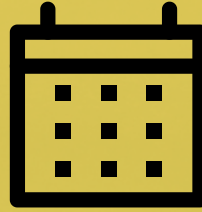
2. Account Recon

Don't Worry! We kept an eye on your account within the old system and haven't forgotten about it. The reconciled amount will be reconciled on your next levy statement. Please remember to top up your new wallet account before this date!

3. Billing on 2022/09/02

Billing will continue on the old app and will switch to the new system on 2022/09/02.

Registration On the New System

1. Onboarding

The first step of the onboarding process, is to create an end-user account for yourself. This is done by us, on our system.

2. SMS

After onboarding from our side, you will receive a registration SMS.
Can't find it?/Didn't Receive it? - Don't worry, simply ask the estate manager. They will be able to provide you with the necessary information that is captured within the SMS.

3. Self Registration

The SmartMatter App can be downloaded from the App Store/Play Store or by following the links within the welcoming SMS. Simply fill in the fields on screen , and use your OTP (Also your unique payment reference) as received in the welcoming SMS when promted to do so on the registration screen.

3. Self Registration

We will be on site on the 24th to assist you throughout this process.

Payment On the New System

1. EFT

Payments can now be made from your own banking environment! Simply create a new beneficiary.

The banking details are available on the SM App under:
Profile > Payment Information
See Below:

Be Sure to use your OTP as your Beneficiary Reference, as this allows us to allocate your payment to your Smart Wallet.

Nedbank
Account number: 1215842635
Branch code: 107110

Standardbank
Account number: 270279164
Branch code: 050610

ABSA
Account number: 4101750295
Branch code: 632005

FNB
Account number: 62912254422
Branch code: 200610