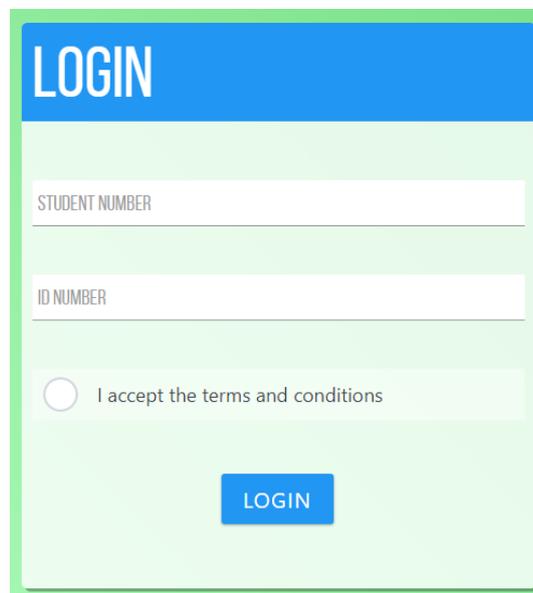

Ordering Process

STEP 1

Ensure that your registration is finalised to receive an email from **Kaylee Strydom - Wize Books** containing your UNIQUE login link to the NGI Book Portal.

STEP 2

Click on the Unique link in the email, or, visit www.ngibooks.co.za and log in using your student number and ID number. (Important - you will only be able to log in after you have received your unique log-in link from Wize Books)

A screenshot of a login form. The form has a blue header with the word "LOGIN" in white. Below the header, there are two input fields: "STUDENT NUMBER" and "ID NUMBER". Below these fields, there is a radio button followed by the text "I accept the terms and conditions". At the bottom of the form, there is a blue button with the word "LOGIN" in white.

STEP 3:

Click on **“PROCEED TO STEP 1”** and review all your details before clicking on **“NEXT”**.

- 1 REVIEW YOUR PERSONAL DETAILS**
- 2 REVIEW YOUR SHOPPING CART**
- 3 REVIEW DELIVERY DETAILS**
- 4 CHOOSE A PAYMENT OPTION**

PROCEED TO STEP 1

25%

STEP 1: REVIEW YOUR PERSONAL DETAILS

PLEASE CONFIRM THAT THE CELLPHONE NUMBER AND EMAIL ADDRESS ARE CORRECT AS THIS WILL BE USED IN THE DELIVERY PROCESS

NAME
HEYNEKE

SURNAME
DEMO 1

CELLPHONE NUMBER
0123456789

EMAIL ADDRESS
DEMO@WIZEBOOKS.CO.ZA

CAMPUS EMAIL ADDRESS
COHECHTER@WIZEBOOKS.CO.ZA

Invoice made out to

Invoice Me

Invoice Company

NEXT

STEP 4:

Follow all instructions to take your photo for your student card. Note that this needs to be a proper head-and-shoulders photo like an ID photo.

STEP 5:

Once done, your photo will appear in the preview screen.

- If you wish to retake the photo, click on the settings icon 
- Ensure you are happy with the photo and the other items pre-populated in your cart based on your registered modules. Where applicable, you can toggle/choose between a physical book or an e-book.
- Once you are satisfied with your cart, click on “NEXT”.

Module	Item Code	Title / Items	Lead Time	Price	Actions
Package 1 - Dispatched 20 Sep 2024					
LAW101	0831	New Entrepreneurial Law	03 Sep 2024	R 800.00	Physical
ALL	9193	SanDisk Cruzer Blade USB Flash Drive 32GB	03 Sep 2024	R 130.00	
BUS100	8929	Business Law	03 Sep 2024	R 1440.00	Physical
CLSCARD-FR	0-MF	Student Card 	03 Sep 2024	R 0.00	Settings
TAX100	4768	SILKE: South African Income Tax 2023	03 Sep 2024	R 1120.00	Physical
Package 2 - Dispatched in future					
SCM101	9188	Strategic Logistics Management	To Confirm	R 630.00	Physical
Subtotal (incl VAT)				R 4120.00	

STEP 6:

Review your delivery details before clicking on “NEXT”:

- Choose COURIER and add your delivery address OR
- Choose to Collect from our PRETORIA store OR
- Choose a PARGO pickup point closest to you OR
- Choose to collect from CAMPUS (FREE) – Student card ONLY orders

STEP 7:

Choose a payment option before clicking on “CONFIRM ORDER”.

[If your order contains only your student card and no textbooks or e-books and you opted to collect from CAMPUS or to collect from Wize Book’s PRETORIA STORE there will be no payment required]

Frequently Asked Questions (FAQs)

At Wize Books we strive to provide the best possible experience when it comes to our clients purchasing their academic material. Over and above the best service in the country, we aim to impress you with exceptional pricing! Our dedicated website for the NewBridge Graduate Institute students will pre-populate your shopping cart for the upcoming semester based on your qualification and academic history.

Our dedicated Customer Service Agents are ready to assist you and provide focussed attention if required by you as our valued client. However, you can check out our FAQs below before contacting us – the answer to your question/questions may already be covered here and will, therefore, save you time and effort.

1. I NEED A QUOTATION FOR MY BURSARY/COMPANY FIRST AS THEY WILL BE RESPONSIBLE FOR PAYING FOR MY BOOKS.

If you have not finalised your registration with NewBridge Graduate Institute and need a quotation for bursary purposes, you are welcome to contact our Customer Service department on info@wizebooks.co.za via email. They will require your bursary giver/sponsor details as well as the modules you will be taking to provide an official quotation. If your registration at NewBridge Graduate Institute has been finalised and you have received your unique login link, please proceed to place your order on the NGI Book Portal, MAKING SURE THAT IN STEP 1 you Select “Invoice Company” and then filling in your sponsor/bursary giver’s company details and VAT Number. Please select “**Normal EFT**” as your payment option, which will not require you to pay but will provide you with a Pro Forma Invoice, made out to your sponsor/bursary giver with our bank details which will enable you to forward this document to them for Payment. This will make it super easy for you, for your sponsor and for Wize Books.

2. I AM REGISTERED WITH NEWBRIDGE GRADUATE INSTITUTE BUT HAVE NOT RECEIVED AN EMAIL WITH A PERSONALISED/UNIQUE LOG-IN LINK. WHEN TRYING TO LOG ONTO WWW.NGIBOOKS.CO.ZA THE SITE KEEPS ON REPORTING THAT MY STUDENT AND ID NUMBERS ARE INVALID.

This is because we have not yet received your registration details or your registration has not been finalised by NewBridge Graduate Institute. Kindly contact NewBridge Graduate Institute who will be able to assist in providing the necessary information for you to be able to get your registration finalised. If you have already contacted NewBridge Graduate Institute and they have confirmed that your registration is finalised and you have been waiting for 24 hours, but have still not received your personalised/unique log-in link email, please get in touch with our Customer Services team via telephone 012 362 5885 or email info@wizebooks.co.za. You can also WhatsApp us at 079 929 3450, providing your student number, correspondence from NewBridge Graduate Institute and your contact details for us to assist.

3. I AM A NEW STUDENT AT NEWBRIDGE GRADUATE INSTITUTE AND DO NOT KNOW WHICH BOOKS I NEED.

Great news, your shopping cart will be pre-populated with all your prescribed academic material for the semester. Kindly log into the NGI Books Portal by clicking on the log-in link in the email or subsequently after having received the email you can go straight to www.ngibooks.co.za, log in using your Student and ID Number to check that the codes next to each title match the modules that you registered for. Alternatively, you can contact your student administrator at NewBridge Graduate Institute to confirm the modules and corresponding last 4 digits of the ISBN numbers.

4. I LOGGED ONTO THE WEBSITE BUT DON'T SEE MY SHOPPING CART.

You clicked the email link or logged in using your student number/ID number. At the bottom of the page, click on the action button "Proceed to step 1". If you do not see this button at the bottom of the page, click on "Place Order" in the menu on the left which will take you step by step to place your order. If you get at Step 2 and your cart is empty, you can go to "Order History" to see if you have already placed an order, and if there is no order you can contact us for further assistance.

5. WHEN WILL I GET MY BOOKS?

When placing your order, you will see the estimated lead times indicated next to each title in Step 2. The lead times in GREEN indicate the availability of the books and the expected delivery date. However, if the lead times are shown in RED, it means that the book is out of stock/we are awaiting the book from the publishers. If all your books are in stock, your order will take 2–3 business days to be delivered to a main/city centre after we have allocated your payment. Please note, however, that delivery times are area/location dependent and therefore delivery to outlying areas may take longer.

6. I AM STRUGGLING WITH MAKING A PAYMENT VIA CREDIT CARD – IT REPORTS THAT MY "CARD PAYMENT FAILED".

We accept credit cards and cheque cards. Should your payment be unsuccessful the first time, you can log back in and click on "Order History" from the top menu, look for the order you wish to pay and click on "Make Payment". This should allow you to make a payment for a specific order number. Should this also be unsuccessful, please inquire with your bank to activate 3D secure, or kindly repeat the process using a different card or choose an alternative payment method if possible.

7. I DO NOT HAVE INTERNET BANKING OR A CREDIT CARD – HOW DO I PAY?

If you do not have Internet Banking or a credit card, then do not stress. You can also use Instant EFT. Alternatively, place the order choosing the normal EFT payment option in Step 4. This will then generate a Pro-Forma Invoice for you indicating the amount to pay, the EXACT reference to use and our ABSA Bank Details. Take this document and visit any ABSA Bank Branch to do a direct cash deposit into our account. IMPORTANT - Be mindful to ensure the ABSA Bank Cashier uses only your Order number as the reference for the cash deposit to avoid any delays in allocating your payment.

8. I USED THE WRONG REFERENCE WHEN PAYING FOR MY BOOKS.

Don't Stress! Just email us your Proof of Payment together with your Name, Surname, Cell number and the CORRECT Order number. When sending the mail, kindly mail it to info@wizebooks.co.za with subject "Incorrect Reference used when I made payment". This will enable us to quickly allocate your payment to your order to get your parcel released.

9. GOODNESS, I HAVE PLACED MY ORDER BUT I USED THE WRONG DELIVERY ADDRESS.

Don't stress about this! We have added the feature that enables you to amend your own delivery address. Just log into the portal, click on "Order History" at the top. Look for the relevant order, and click on "View Details". Scroll to the "Delivery Address" section and click on the pencil icon. This will allow you to instantly change your address. Note: Should your parcel already have received its waybill, you will not be able to amend its delivery address and additional charges will apply to re-route your parcel.

10. I AM STRUGGLING TO TAKE A PICTURE FOR MY STUDENT CARD.

Please note that you will not be able to upload an old/existing picture so you will need to take the picture live when placing the order. Make sure that you have granted access to your camera on your chosen device otherwise you will not be able to take a picture. If you are unable to take a picture on your current device then you can make use of the "Other Device" option to take the picture on a different device. Please use a device with good quality camera to take the picture.

11. MY COURSE HAS STARTED, AND I HAVE NOT YET RECEIVED MY BOOKS.

Always make sure that you place your order as soon as you receive your personalised/unique log-in link email marked as the "Portal is Open" notification. This will ensure that you receive your books timeously and don't have any issues. We preorder enough books before the semester starts, but we are dependent on publishers and, growth in student numbers at NewBridge Graduate Institute often outweighs the expectation. The publisher might have a delay that is totally out of our control; however, be assured that we will do our part in engaging and chasing up on receiving the stock. We want to serve EVERY student with the best service south of the North Pole, but this will require you, the student, to give us that opportunity.

12. HOW WILL I KNOW MY ORDER IS READY OR HAS BEEN DISPATCHED?

We will keep you informed throughout the process – all the way from placing your order, receiving payment for your order, dispatching of your order, any delays from publishers on your order and after sales feedback. That said, once your order is ready for collection or has been dispatched you'll receive a notification via your email address and cell phone number that you provided when you placed your order. Should you opt to collect in store (at our NEW Pretoria Store) during the placement of your order, a security PIN will be sent to you once the order is ready to be collected. You can then come to the store with your 5-digit PIN, and collect your books. Without this 5-digit PIN, AND the person collecting the order, ID or driver's licence, you will not be able to collect your parcel. Our PRETORIA Store is located at: 1116 Prospect Street, Hatfield, Pretoria Directly opposite University of Pretoria's Magrietjie Ladies Residence.

For assistance on any of the above, please email us on info@wizebooks.co.za or give us a call on 012 362 5885 or send us a WhatsApp 079 929 3450