NDE has launched a service to assist Account Customers with ease of access to their accounts online at any time, day or night, via the NDE website.

The following is a Step-by-Step guide on how to log into and use NDE Online Customer Accounts (Virtual Postman) as an NDE Account Customer.

To access this you need a PC, Tablet or Smartphone that has Internet access, with a PDF viewer installed.

1. **DOCUMENTS and INFORMATION AVAILABLE TO NDE ACCOUNT CUSTOMERS**

   - **INVOICES**  
     Links to DELIVERY NOTE (POD) and to TEST CERTIFICATE with Heat Number
   - **STATEMENTS**  
     Links to INVOICE
   - **CREDIT NOTES**
   - **DELIVERY NOTES (PODs)**
   - **TEST CERTIFICATES (with Heat Number)**

   - Above mentioned documents will be uploaded within 48 hours (two days) of every transaction (except weekends)
   - available 24/7 online
   - NDE will continue to email invoices and statements to Account Customers (Posting of invoices has been terminated)

2. **ADDRESS**

To access NDE Online Customer Accounts (Virtual Postman):

1. [www.nde.co.za](http://www.nde.co.za) and click on the icon on the right for **NDE Online Customer Accounts** (Virtual Postman).
2. An alternative is also available on URL: [http://accounts.nde.co.za](http://accounts.nde.co.za)
3. LOGIN PAGE

Username: = branch of NDE + client account number  e.g. Cape Town: CPT_STA012  (username all CAPS)  DBN-Durban, Pinetown PE-Port Elizabeth JHB-Johannesburg, Pretoria, Germiston, Mpumalanga

Password 1st: Use NDE password created for first time Login  (supplied by your NDE salesperson).

Password: Thereafter create and use your own secret password, known only to you, for all subsequent log-ins – see step 4 below CHANGE YOUR PASSWORD.
4. CHANGE YOUR PASSWORD (once off)

*Please change your NDE default password to your own custom password.* (See below)

Change your temporary NDE default password to a unique password which only you know. This will ensure ongoing confidentiality for your access to your accounts.

If you require more than one person in your offices to access your accounts, everyone must use the same username and password. If you ever lose or forget this password, it can be reset by contacting the Debtors’ clerk at your nearest NDE Accounts department. They will process your request through NDE’s IT department.
After successfully logging into NDE Online Customer Accounts (Virtual Postman), you will be presented with the LANDING page below.

5. LANDING PAGE

![LANDING PAGE](image-url)

Please use the menu on the left to search for documents.
6. SELECT YOUR DOCUMENT

6.1 TYPE OF DOCUMENT
Select the type of document you would like to search for by clicking on the ‘Document Type’ dropdown:
- Credit Notes
- Delivery Notes
- Invoice
- Statement

6.2 SPECIFIC DOCUMENT
Search for a specific document by typing a document number into the ‘Search string’ tab after you have specified the type of document.
6.3 **ALL DOCUMENTS**
Select the Document Type, then leave ‘Search string’ empty and click ‘Search’ to obtain a list of all documents of that type associated with your account.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Credit No.</th>
<th>Acc No.</th>
<th>Date</th>
<th>Order No.</th>
<th>Branch</th>
<th>View</th>
</tr>
</thead>
<tbody>
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<td>RP0000455</td>
<td></td>
<td>2016/01/26</td>
<td>266899</td>
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<td>View</td>
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<td>2016/01/27</td>
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<td></td>
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<td>2016/04/25</td>
<td>244476</td>
<td></td>
<td>View</td>
</tr>
</tbody>
</table>

6.4 Select ‘View’ to open document in PDF viewer.
6.5 Select hyperlink (marked with red circle) on the document to open associated links:

- STATEMENTS  Links to INVOICE
- INVOICES      Links to DELIVERY NOTE (POD) and to TEST CERTIFICATE with Heat Number

6.5.1 STATEMENT  links to INVOICE
6.5.2 **TAX INVOICE**  links to DELIVERY NOTE and to TEST CERTIFICATE
6.5.3 DELIVERY NOTE
6.5.4 TEST CERTIFICATE

For ENQUIRIES about the Online Service (including RESETTING FORGOTTEN PASSWORDS) or about your Accounts, please contact the Accounts Department – Debtors’ Clerk - at your NDE branch. Telephone numbers and other details for all NDE branches are listed in CONTACT US on the NDE website www.nde.co.za