

DOCUMENT REFERENCE POL-SET-2026-V1	EFFECTIVE DATE August 2026	VISIBILITY Public / Platform Terms	AUDIENCE Clients & Transport Partners
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1. OVERVIEW & OPERATIONAL GOVERNANCE

Wiltex Direct (Pty) Ltd is committed to operating a transparent, secure, and fair marketplace for cargo logistics, towing services, and freight transportation. This Settlement & Payout Policy defines the financial mechanisms governing customer payments, funds retention, verification triggers, and payout dispatches to verified transport partners and fleet operators.

Transparency Guarantee: This policy is publicly published to provide buyers (customers) and providers (drivers and fleet operators) full visibility into how transaction funds are safeguarded, held in escrow environments, and released upon verified job delivery.

2. FUND RETENTION & SAFEGUARDING

2.1 Secure Payment Holding Environment

All customer payments are processed and held securely within the regulated, PCI-DSS compliant settlement environment of our licensed South African payment service provider (Paystack / Partner Acquiring Institutions).

- No Platform Co-mingling:** Wiltex Direct does not store customer payment funds in its own corporate operational accounts during active service jobs.
- Ring-Fenced Escrow Mechanism:** Funds remain isolated in the payment gateway's merchant settlement vault until all contractual conditions are fulfilled.

2.2 Duration of Held Funds

Customer payments are held **only for the active duration** of the transport or towing service. Funds remain in a "Pending / Authorized" status from the moment the job is booked until successful physical delivery and operational clearance are confirmed.

3. PAYOUT RELEASE CONDITIONS & GOVERNING AUTHORITY

3.1 Release Triggers

Funds are automatically queued for payout release upon the successful satisfaction of the following three mandatory conditions:

- Physical Service Completion:** The vehicle/cargo has been delivered to the designated drop-off destination or towing target.
- Proof of Delivery (POD) Submission:** The driver/operator uploads verified digital Proof of Delivery (including recipient signatures, photo evidence, and geo-location confirmation) through the Wiltex Direct Driver App.
- Automated Platform Audit:** Wiltex Direct's automated verification engine checks the POD upload against fraud filters, route timestamps, and active compliance profiles.

3.2 Release Authority & Governance

The decision to release funds is **governed strictly by the WilteX Direct platform architecture** based on verified completion of objective contractual requirements.

Balance of Fairness Clause: Customers (buyers) cannot unilaterally release, delay, or withhold funds once verified delivery criteria have been met. Likewise, drivers cannot receive funds prior to submitting valid POD and satisfying quality assurance requirements.

4. AUTOMATED PAYOUT WORKFLOW & EXCEPTION HANDLING

1 Payment Hold Customer pays via platform. Funds are secured in the gateway settlement account.	2 POD Upload Driver completes trip and submits photo, signature, and geotag via app.	3 Platform Check Automated platform audit checks POD integrity & checks for active disputes.	4 Direct Settlement Payout workflow releases funds directly to the partner's verified bank account.
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4.1 Dispute Management & Payment Freezes

If a customer or transport partner logs a formal dispute (e.g., cargo damage, incomplete delivery, unauthorized route deviation, or fee discrepancies) prior to automated release:

Dispute Lock: Payout dispatches are immediately and temporarily suspended. Funds remain securely held in the payment provider environment while the WilteX Direct Operations & Support team conducts an independent investigation. Once resolved, funds are dispatched to the rightful party or refunded accordingly.

5. PUBLIC TRANSPARENCY & COMPLIANCE STANDARDS

This Settlement & Payout Policy operates in conjunction with WilteX Direct's overall Platform Terms of Service and KYC & Identity Verification Policy. By maintaining public access to these operational standards, WilteX Direct guarantees transparency for individual customers, corporate shippers, and transport providers across South Africa.

Published & Administered By:

WilteX Direct (Pty) Ltd

Finance & Merchant Settlement Team
Public Document: www.wiltexdirect.co.za/legal/settlement

Settlement & Support Enquiries:

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