

BONGA EVERYWHERE



Bonga Everywhere Customer Journey: Redemption Process

Customer

Dials *126# and selects *Lipa na Bonga*



Merchant

Select 'Buy Goods'

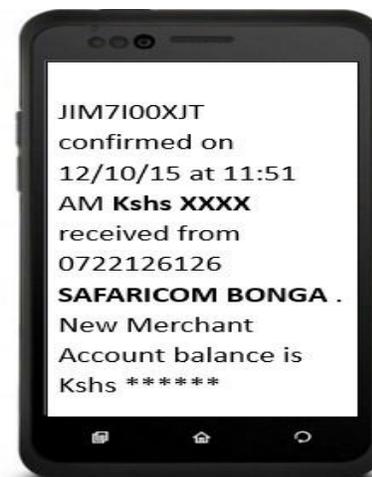
Enter Buy Goods Till No or Pay Bill No of the Store and amount to be paid

Enter Service PIN and confirm amount to be paid and points to be deducted

Receives confirmation SMS with the M-PESA transaction ID

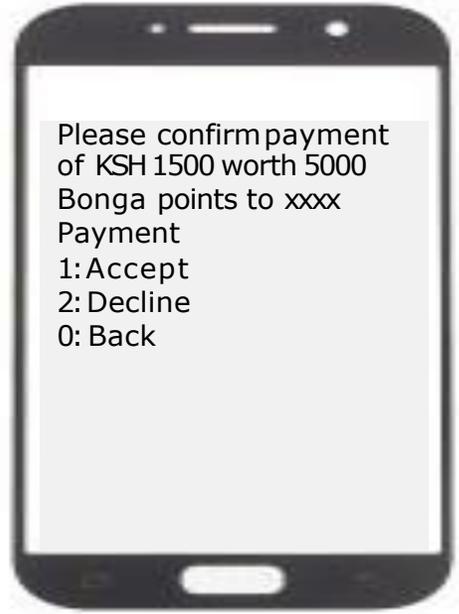
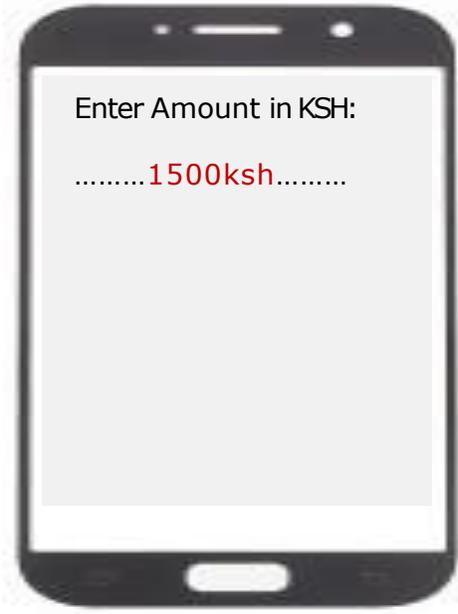
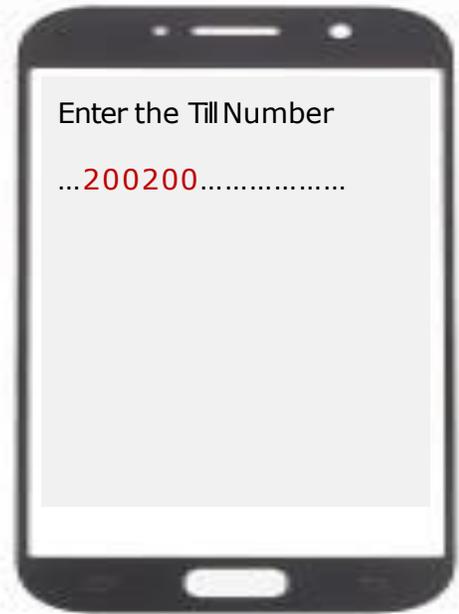
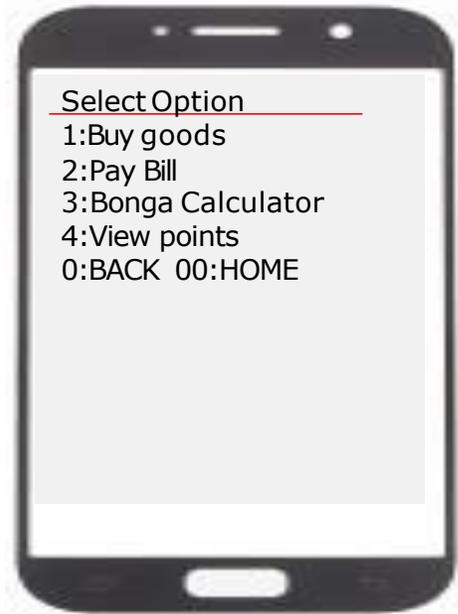
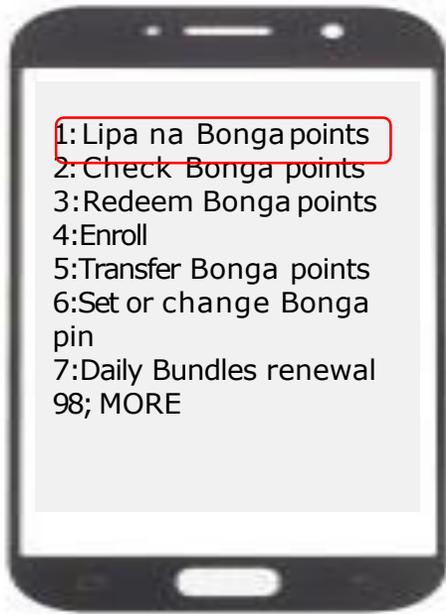
Merchant receives LNM message from M-PESA. Confirm transaction ID received with the transaction ID the customer has received

Immediate payment into the till. Normal reconciliation at the end of the day – no change in the way you work



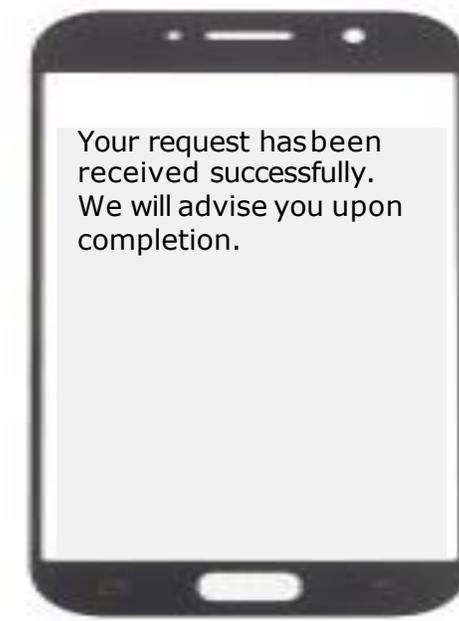
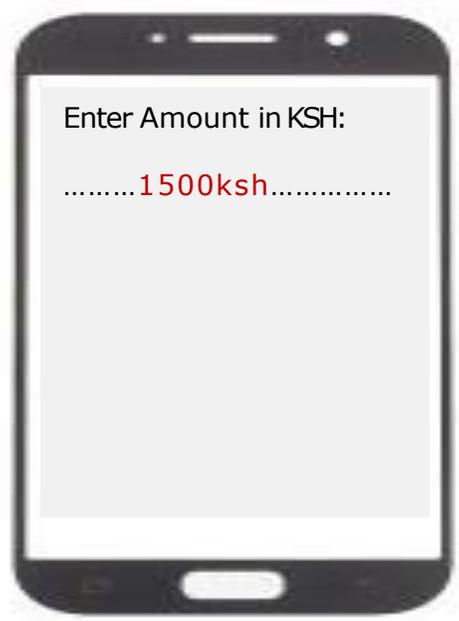
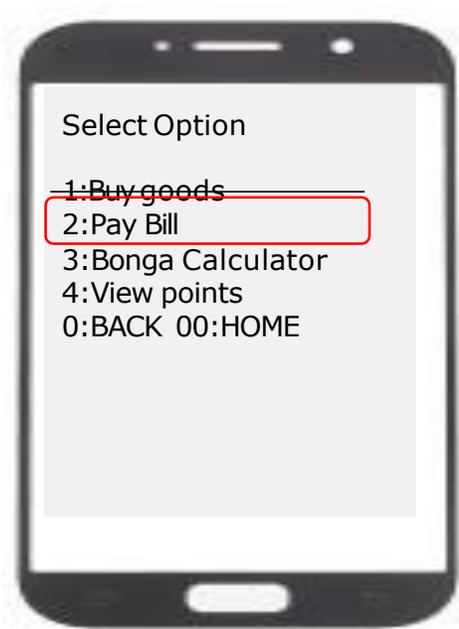
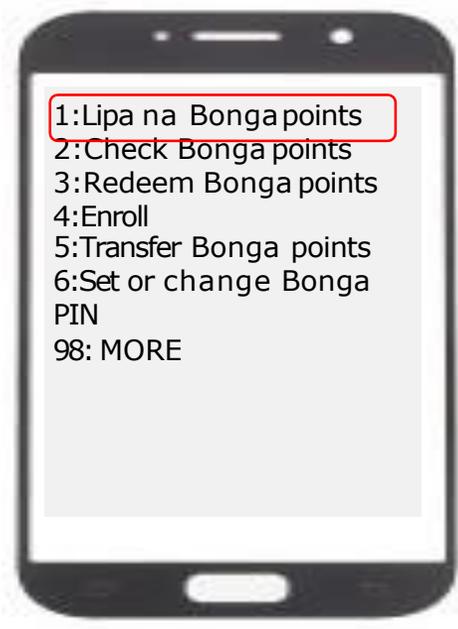
Bonga Everywhere Customer Journey: Lipa na Bonga Points –Buy Goods

Dial *126#



Bonga Everywhere Customer Journey: Lipa na Bonga Points –Pay Bill

Dial *126#

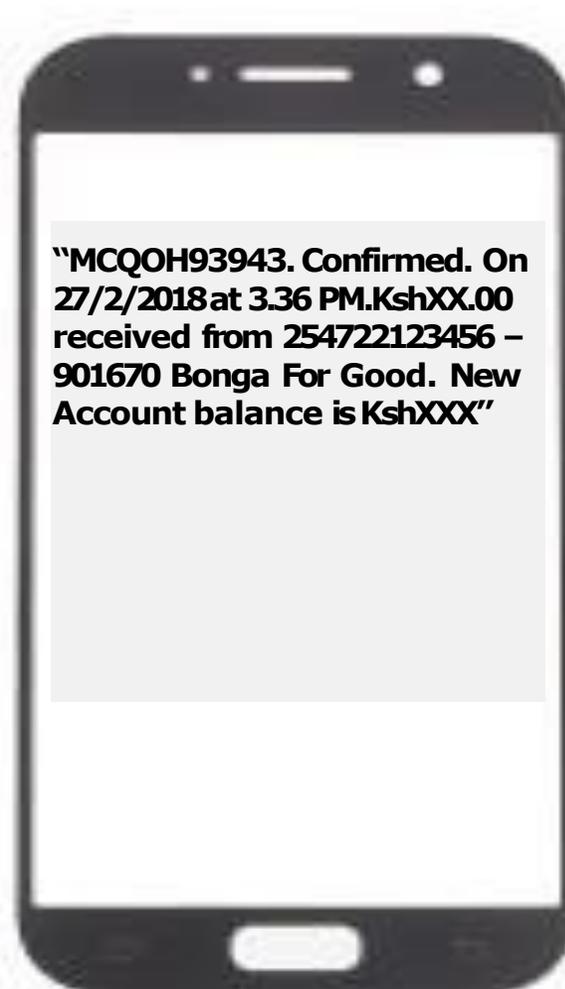


Bonga Customer Journey: Lipa na Bonga Points

Notification received by the customer



Notification received by Merchant



Bonga Merchant Guide: Bonga Everywhere FAQs

What is Bonga Everywhere?

This is a service which enables you to pay your bills at Lipa Na M-PESA merchants using your Bonga points.

How can a customer access Bonga Everywhere?

Customer will be required to dial *126# and select "Lipa Na Bonga" and move to enter either the Pay bill or Buy Goods Till Number of the merchant.

What is the conversion rate for Bonga Everywhere?

Customer will exchange 1 Bonga point for 20 cents

How will I confirm if a customer has paid using their Bonga points?

To confirm a transaction, compare the MPESA transaction ID you have received with the one that the customer has received. To note, All payments paid using Bonga points will come with the customer name 'Safaricom Bonga Everywhere'

Do I need to reconcile the Bonga payments at the end of the day?

No, you will not. The payment to the till/Pay bill is immediate. No need to reconcile later.

The customer has erroneously paid twice, how do I reverse the transaction?

For any reversals, the normal Lipa na MPESA reversal process takes place.

The customer has overpaid their bill. Can I reverse the transaction?

Yes, normal Lipa na MPESA reversal process will be used. If the customer has sufficient points, the customer can initiate another transaction and indicate the correct amount

What happens if a customer pays into my till/pay bill but has insufficient Bonga Points?

The customer transaction will only be completed successfully if they have sufficient points in their account

Bonga Merchant Guide: Bonga Everywhere FAQs

The customer wants to pay with cash and Bonga , what do I do?

This will be at your discretion. They can pay part in Bonga and part in cash if you allow

How can a customer check the number of points they need to pay for their bill?

To check how many points they will need to pay for their bill, ask the customer to dial *126# select 'Lipa Na Bonga', then select 'Bonga Calculator'. They will be requested to put in the amount they want to pay. They will get a response showing the number of points they will need to pay for the bill.

How will a customer redeem my points at the till?

To redeem their Bonga Points, ask the customer to simply dial *126# and select "Lipa Na Bonga ". They will be asked to enter the Till No, the amount they want to pay and their service PIN.

How will a customer check how many Bonga points they have?

To check their Bonga Points, ask the customer to simply dial *126# and select "Check Bonga Balance". They will receive an SMS notification with details of their Bonga account balance.

Can a customer Transfer their Bonga points to another customer?

Yes a customer can transfer their Bonga points. They simply dial *126# and select "Transfer Bonga Points". They will be asked to input their Bonga pin to complete the transaction.

How does a customer change or reset their Bonga Pin?

To change or reset the Bonga PIN simply dial *126# and select Set or Change Bonga PIN and follow the prompts.

Are there any extra charges when they pay their bill using Bonga points?

No, there are no extra charges. Only the Bonga Points value of the bill you are paying will be deducted from your Bonga balance when you redeem

Simple • Transparent • Honest

FOR YOU