BONGA EVERYWHERE
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: Redemption Process

Customer

Dials *126# and selects Lipa na Bonga

Merchant
Dial *126#

1: Lipa na Bonga points
2: Check Bonga points
3: Redeem Bonga points
4: Enroll
5: Transfer Bonga points
6: Set or change Bonga pin
7: Daily Bundles renewal
98: MORE

Select Option
1: Buy goods
2: Pay Bill
3: Bonga Calculator
4: View points
0: BACK  00: HOME

Enter the Till Number
...200200..................

Enter Amount in KSH:
........1500ksh........

Please confirm payment of KSH 1500 worth 5000 Bonga points to xxxx
Payment
1: Accept
2: Decline
0: Back

Enter your Service PIN. (Forgot PIN? Answer with 0)

......................................

Your request has been received successfully. We will advise you upon completion.
Bonga Everywhere Customer Journey: Lipa na Bonga Points – Pay Bill

Dial *126#

1: Lipa na Bonga points
2: Check Bonga points
3: Redeem Bonga points
4: Enroll
5: Transfer Bonga points
6: Set or change Bonga PIN
98: MORE

Select Option
1: Buy goods
2: Pay Bill
3: Bonga Calculator
4: View points
0: BACK 00: HOME

Enter the Business Number
...200200..............

Enter the Account Number
........xxxxx...........

Enter Amount in KSH:
..........1500ksh............

Please confirm payment of KSH 1500 worth 5000 Bonga points to xxxx
Payment
1: Accept
2: Decline
0: Back

Enter your Service PIN. (Forgot PIN? Answer with 0)
.........................

Your request has been received successfully. We will advise you upon completion.
You have redeemed 5000 bonga points for merchandize. Your new bonga points balance is xxxx. Safaricom Twaweza.

"You have redeemed 5000 bonga points for merchandize. Your new bonga points balance is xxxx. Safaricom Twaweza."

Your expenditure for Ksh 1000 worth 5000 bonga points to Safaricom Postpay 200200 was successful. The transaction reference number is MCQOH93943. Your new bonga points balance is xxxx.

"MCQOH93943. Confirmed. On 27/2/2018 at 3.36 PM. KshXXX received from 254722123456 – 901670 Bonga For Good. New Account balance is KshXXX"
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