

## FEATURE

Mcollection is a service that allows a Co-operative Bank customer to receive payments directly from Mpesa to their Co-operative Bank Account on real time basis through a Cooperative bank paybill.

The service works as follows:

- An Account is signed up for the service and is allocated a Business code.
- This business code is unique to the account and allows the account receive funds from the bank paybill.
- Payments from Mpesa are done through bank paybill 400222, then the Business code allocated is entered as the account number. See process below in pg 2
- The service offers notifications to the account holder once payments are made. Notifications are done either via email or SMS to the nominated phone number/email by the client.
- Notification is also sent via SMS to the phone number that has made a payment to a business code from the bank, informing them who they have paid.
- The service attracts no charge on the part of account holder (Owner of the business code). Payers will incur normal Mpesa paybill charges.
- Customers paying the business are able to write what they are paying for as outlined in payment process below.

## BENEFITS

- Attracts no additional charges hence an affordable mode of collection
- Saves the business cash handling risks since transfer of money is wireless and instant.
- Makes it easy to reconcile payments as customers paying the business have an option to write what they are paying for.
- Has no additional registration requirements since the bank has the documentation of the account.
- Creates convenience for the business to receive payments directly from Mpesa hence increasing customer experience on the part of the business.

## MCCOLLECTION MPESA PROCESS (PAYMENT FROM MPESA DIRECT TO COOP ACCOUNT)

- Select 'Lipa na M-pesa'
- Select 'Pay Bill' and enter Business No. 400222
- Enter Account No' which in this case is Institution business number followed by a '#' then the customer unique identifier e.g. 123#makini2014
- Enter 'Amount'
- Enter M-PESA PIN and conclude transaction
- The customer and the merchant get SMS notifications on the payment done from both Mpesa and Coop Bank.

## FREQUENTLY ASKED QUESTIONS

1. **Does the payee incur any charges?** Yes the customer paying the business incurs normal paybill charges on Mpesa
2. **Is it necessary for the payee to include narration/description after #?** No, it is not necessary, they can just type the code plus # and the payment will go through. The narration after # usually helps if the person being paid needs to know the particulars of the person paying
3. **Is Mcollection same as Lipa Na Mpesa?** Mcollection closely operates like Lipa na Mpesa only that it uses same paybill number (400200) for all customers. The differentiator is the unique business code that links the customer account to the 400222 paybill. Mcollection has advantage over LNM because it offers the person paying ability to add a description of the payment they are making.
4. **What happens if a customer makes a mistake while paying and pays to a wrong business number?** If a customer pays to a wrong business number, they come to the branch and write a letter lodging the complaint requesting reversal/assistance. There are two scenarios:
  - (a) The customer want a reversal to their Mpesa. In this case, the letter should be scanned by the SDO to E-channels for reversal after call back to the wrong merchant to confirm the payment.
  - (b) The customer would want the bank to assist complete the payment. The letter will be acted on in the branch. After call back, the SDO will debit the wrong account and credit the correct (intended) account. They should make sure they capture the intended narration as the customer wanted.
5. **Can a customer have more than 1 Mcollection?** Yes, the customer can have more than one mcollection but they can only be to different account numbers. Mcollection is a business product so should not be linked to savings or salary accounts unless there is a business reason to do so.