

# B2B PAYMENTS AT CO-OP KWA JIRANI – CUSTOMER JOURNEY

| Steps   | Process Flow   |
|---|--|
| <p>Select <b>Payments</b> from the list of menu</p>   | <ol style="list-style-type: none"> <li>1. Cash Withdrawal</li> <li>2. Cash Deposit</li> <li>3. Institutional Collections</li> <li>4. MCo-op</li> <li>5. Cash Collections</li> <li>6. County Payments</li> <li>7. Funds Transfer</li> <li><b>8. Payments</b></li> <li>9. Balance Enquiry</li> <li>10. Mini Statement</li> <li>11. Corporate Collections</li> <li>12. M-Banking Reg.</li> <li>13. Teller</li> <li>14. Supervisor</li> <li>15. Admin</li> </ol> |
| <p>Under Payments, Select <b>Type of Card</b><br/> <b>Customer Card</b> if the transaction payment is from the customer's account OR<br/> <b>Agent Card</b> if client has the physical cash</p> | <div style="border: 1px solid green; padding: 5px; display: inline-block; margin-bottom: 10px;"> <b>Payments</b> </div> <ul style="list-style-type: none"> <li>➤ Customer Card</li> <li>➤ Agent Card</li> </ul>  |

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| <p>Select <b>Institutional Payments</b> Option <b>0</b></p>   | <p><b>Payments</b></p> <ul style="list-style-type: none"> <li>➤ <b>0 - INST. PAYMENT &gt;</b></li> <li>➤ <b>1 - MOI UNIVERSITY &gt;</b></li> <li>➤ <b>2 - UTILITY PAY &gt;</b></li> </ul> |
| <p>Select <b>Search</b> option</p>  | <p><b>Payments</b></p> <ul style="list-style-type: none"> <li>➤ <b>ENTER ACCOUNT NO.</b></li> <li>➤ <b>SEARCH</b></li> </ul>  |
| <p>Enter <b>MOUNT KENYA UNIVERSITY</b> Account<br/><i>i.e. 01129279981300</i><br/>and press OK – <b>green</b> key</p> | <p><b>Confirmation</b></p> <p><b>Account Name</b><br/><i>MOUNT KENYA UNIVERSITY</i><br/><b>Yes/No?</b></p>  |
| <p>Confirm the <b>MKU Account No.</b> by pressing OK – <b>green</b> key</p>   | <p><b>Confirmation</b></p> <p><b>Name</b><br/><b>Account 1</b><br/><b>Yes/No?</b></p>   |

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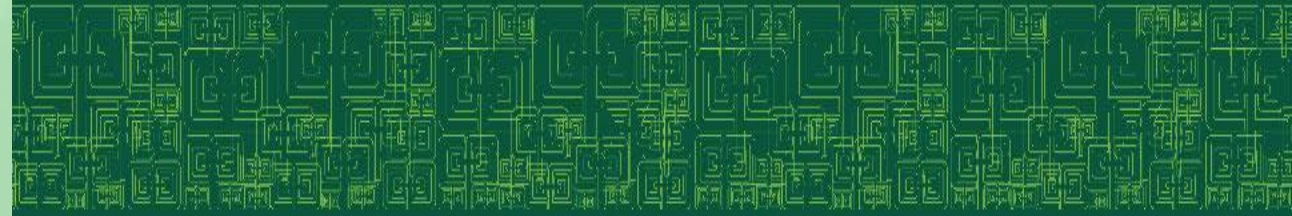
| Steps   | Process Flow  |
|---|---|
| Enter the <b>MOUNT KENYA UNIVERSITY</b> Student No. e.g. <b>BMMC/2018/35126</b><br>and press OK – <b>green</b> key  | <div data-bbox="1337 247 2132 325" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <b>Confirm MKU Student No. Details</b> </div> Customer Name<br>e.g. <i>ATIENO GLORIA</i><br>Yes/No? |
| Swipe or insert the Agent Card  | <div data-bbox="1337 489 1877 568" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <b>Inst. Payment</b> </div> Swipe/Insert Card   |
| Enter <b>Amount</b> to Pay  | <div data-bbox="1337 646 1877 725" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <b>Inst. Payment</b> </div> Enter Amount<br>Kes.500.00  |
| Confirm the <b>Account No.</b> and the <b>Amount</b> entered then press the <b>green</b> button to accept and the <b>red</b> button to reject the transaction | <div data-bbox="1337 875 1877 953" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <b>Inst. Payment</b> </div> MOUNT KENYA UNIVERSITY – ATIENO GLORIA<br>Amount: Kes.500.00<br>Yes/No? |
| Enter PIN for the Card swiped   | <div data-bbox="1337 1118 1877 1196" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <b>Co-op</b> </div> Enter PIN on Terminal<br>****   |

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| <p>Send the transaction for payment processing by pressing the <b>green</b> button</p>  | <p><b>Co-op</b></p> <p>Connecting...<br/>Please Wait...<br/>Receiving...<br/>Response Code 000</p> |
| <p>After transaction has been approved. Receive the Agent and the Customer copy receipt</p>   | <p><b>Co-op</b></p> <p>Agent Copy to print<br/>Customer Copy to print</p>                          |
| <p>POS automatically sends realtime notification to the B2B client ERP System <i>i.e.</i> <b>MOUNT KENYA UNIVERSITY</b> Student Management System</p> | <p><b>Co-op</b></p> <p>Connecting...<br/>Please Wait...<br/>Receiving...<br/>Response Code 000</p> |



Happy Customer



THANK YOU

