

NCBA TILL

FREQUENTLY ASKED QUESTIONS

1. What is 'NCBA Till'?

NCBA Till is a payment solution that allows NCBA Customers who have signed up for the service to receive M-Pesa payments directly into their preferred NCBA account through an easy to remember unique reference "short code".

This eliminates the need for the customer to give out their bank account number to payers.

2. Who qualifies for an NCBA Till

Any NCBA account holder qualifies for an NCBA Till.

3. How do I sign up for NCBA Till

Visit any NCBA branch or download the application form (NCBA Till Application Form) from our website www.ncbagroup.com, fill and sign the application form upon reading Terms and Conditions available on our website.

Fully executed application form should be delivered to any NCBA Branch or Uploaded on Internet Banking by authorized users for onward processing.

4. How will my customer pay through my NCBA Till

Go to M-Pesa

Lipa Na M-Pesa

Pay Bill

Enter Business No. 880100

Account No. 'Assigned Short Code' e.g. PAYNCBA

Optional additional Narration can be provided after a Space e.g. PAYNCBA Rent

Enter PIN then OK

Go to M-Pesa
Menu

Lipa Na
M-Pesa

Select
Pay Bill

Enter Business
No. 880100

Enter
Account No

Enter PIN
then OK

5. How will I get notified for transactions received?

An SMS and Email notification shall be sent to the phone number and email provided on the application form

6. How many NCBA Till numbers can I apply

You can apply for multiple number of NCBA Tills, no limit. E.g. if you have 10 outlets across the country, you can apply for 10 NCBA Tills for each outlet. The NCBA Tills can either be linked to the same bank account or different bank accounts.

7. How long does it take to get an NCBA Till after application?

Upon successful application, the short code shall be sent to you on email within 24hrs



8. What is the application and transaction charges for NCBA Till?

The service is absolutely free to apply. NCBA does not charge transaction fees, however the sender will incur normal M-Pesa transaction fees.

9. Do I need to provide documentation for my business to get NCBA Till?

NO, the NCBA Till Application Form will be sufficient. As an account holder, the bank is already in possession of relevant Business documentation.

10. How will the NCBA Till benefit my Business and I

- Easy to apply and sign up
- Easy to capture short code where your preferred code is given priority. A short and easy to remember code is recommended
- You can apply for multiple short codes, no limit as to the number of NCBA Tills you can apply
- Opportunity to include additional narration (optional) while making a Payment. The narration should be captured after the issued short code with a space in between separating the short code and the narration. E.g. PAYNCBA Rent
 - PAYNCBA – Being the Short Code
 - Rent – Being the Optional Narration
- Availability of funds immediately a payment is received. Funds are credited into your account instantly
- Validation of the short code before the transaction is accepted ensures the funds are received into a valid short code
- Ease of reconciliations, transactions alerts are sent to nominated numbers
- Possibility to integrate your systems with the bank for automated instant transaction notifications

11. How can I get support on NCBA Till on a day to day basis?

For support on your day to day operations of your NCBA Till, talk to your Relationship Manager assigned to your business, visit your nearest NCBA Branch or call our Contact Center team on +254 711 056444/+254 732 156444 or email contact@ncbagroup.com