

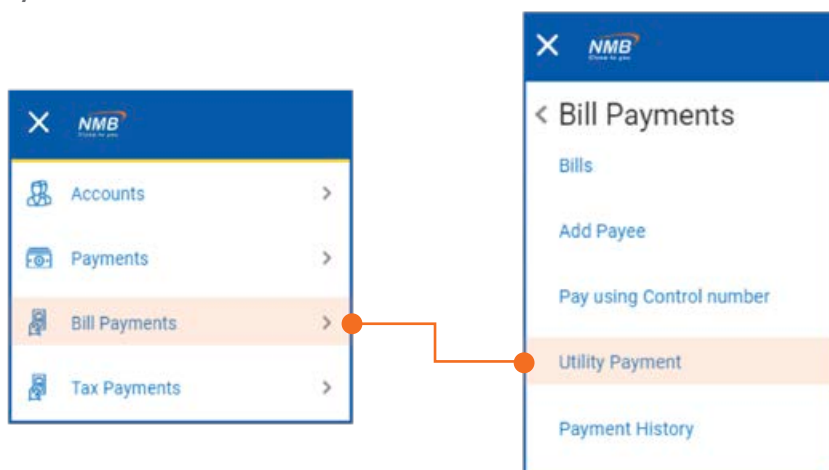


UTILITY PAYMENT

User Guide

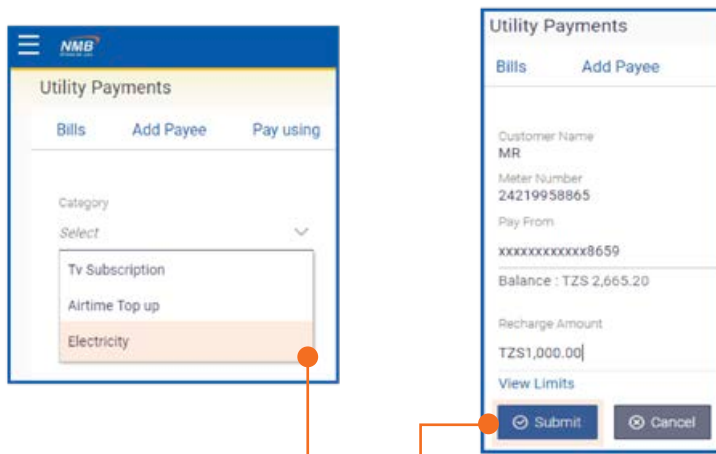
Utility Payment these are pre-paid recharges such as Electricity, Tv subscription and Airtime top up

1. To perform Utility payment transaction, go to main menu select Bill Payments then Utility Payment

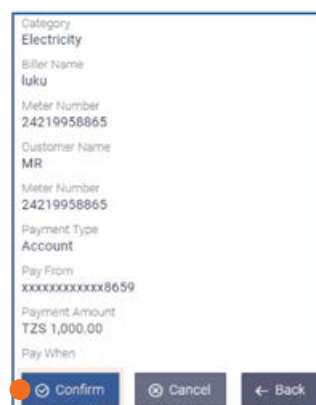


2. In Utility Payment below screen will populate then select one of the category to be paid

Fill below fields then click fetch bill details from control number then enter amount and click



After click submit below notification screen will display for review then confirm



3. After confirmation customer will have to enter OTP (one-time password) received from both mobile number and email address

One Time Verification

A verification code has been sent to your registered mobile number. Please enter that code below to complete the process

Verification Code

.....

Resend Code

Attempts Left

4

Reference Number

315794

Submit Cancel

After submit customer will receive below Confirmation note of the transaction

CONFIRMATION

Request submitted successfully.

Reference Number
2020079053139921

Host Reference Number
101UTLP20079C14H

Amount
TZS 1,000.00

Paid From
xxxxxxxxxxxx0297

Customer Name
MTUMWA A. MZEE

Meter Number
24210335576

Currency
TZS

Gateway Reference Number
EC100555212627

Transaction Identifier
LUKUPREPAID

MSGDN

Debit account
20102900297

25930390532063424245

Units
2.9

Tax Details
VAT 18% TSH 147.53 EWURA 1% TSH 8.20
REA 3% TSH 24.59

Customer Account or Reference Number
24210335576

Download
What would you like to do next?

Pay Another Bill Go To Dashboard Add Biller

4. How to get Payments E-Receipt

Go to payment then Payment History, the current transactions under Payment will be indicated on the payment history page but also transaction can be search by date range, biller or category

Select specific transaction by reference number then download as indicated below



Below is the sample of the downloaded E-Receipt this can be used as a proof of payment

