

### **MTN Escrow account transactions at NCBA Bank Uganda**

NCBA Bank Uganda Limited is now live with the MTN Escrow Account. MTN Agents, Super Agents and merchants that are Customers or non-customers to NCBA are now able to directly purchase MTN float to their wallets through NCBA Bank.

Below are the available avenues to purchase float through NCBA Bank.

#### **i) NCBA Branches**

Customers and Non- customers to NCBA with MTN Agents, Super Agents and or Merchant float requirements are able to process float purchase instructions through any of our Branches. This can be by way of cash or Funds transfer off an existing NCBA Account.

##### **a) Over the counter Cash transactions (NCBA Customers & non-customers)**

- Visit any NCBA Bank Branch, fill in a cash deposit slip and indicate the Agent ID/MSISDN number and Name in the "Source/purpose" field.
- Indicate the MTN Escrow account (213352200015) as the credit account.
- Populate the denomination details as required.
- Proceed to the Till for transaction processing.

##### **NB:**

1. The Teller must confirm your Agent details on the system prior to committing the transaction\*
2. Confirm float receipt on Agent/Merchant wallet once the Teller confirms transaction completion\*

##### **b) Over the counter Funds Transfer transactions (NCBA Customers)**

- Visit any NCBA Bank Branch, fill in a Funds transfer form and indicate the Agent/Merchant ID/MSISDN number and Name in the payment "purpose/narration" field.
- Indicate the MTN Escrow account (213352200015) as the credit account.
- Populate the other transaction details as required.
- Proceed to the Till/ Customer service desk for transaction processing.

##### **NB:**

1. The Teller/Customer service officer must confirm your Agent details on the system prior to committing the transaction\*
2. The funds transfer instruction must be signed as per mandate held with the Bank

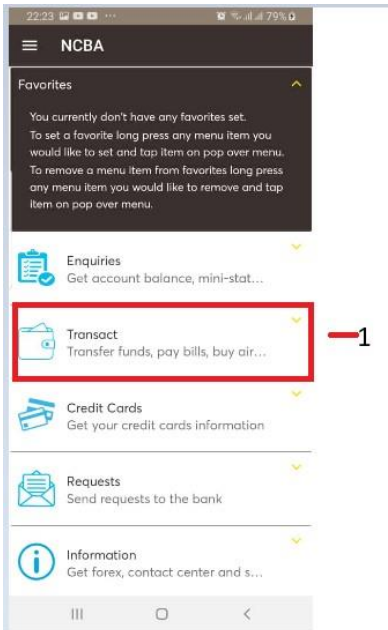
**ii) NCBA Mobile Application (WAPTx) (NCBA Customers)**

Through our WAPTx Mobile Banking application, NCBA customers with a sole signatory signing mandate are able to directly purchase float for MTN Agents, Super Agents and or Merchants.

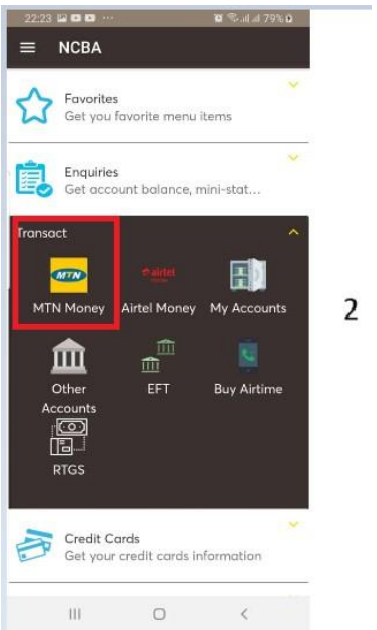
Upon the committing the transaction, the customer then immediately receives a credit to their MTN wallet.

**Steps:**

- Log into the mobile banking application with a valid maintained PIN
- Click on the transact menu and select MTN Money and float purchase respectively
- Select the debit account and populate the transaction detail ( Mobile Number/Agent ID and transaction amount and purpose)
- Proceed to submit, validate agent & transaction detail (Agent ID, Name and amount) and commit the transaction
- Input the OTP received by SMS to authorize the transaction  
Login>> Transact>>MTN Money>> Float Purchase>> Select Debit Account >> Input transaction detail & submit >> Validate>>Input OTP >>Go for it



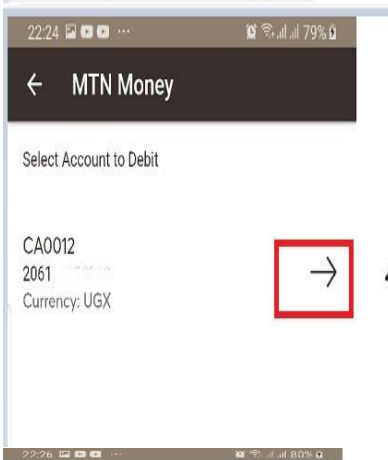
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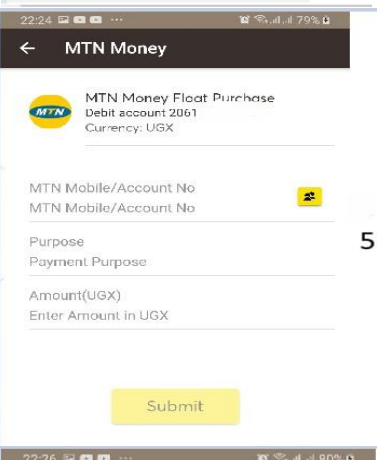
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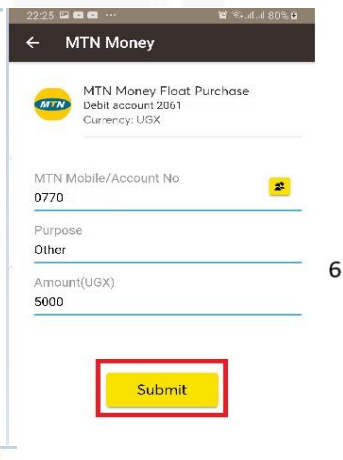
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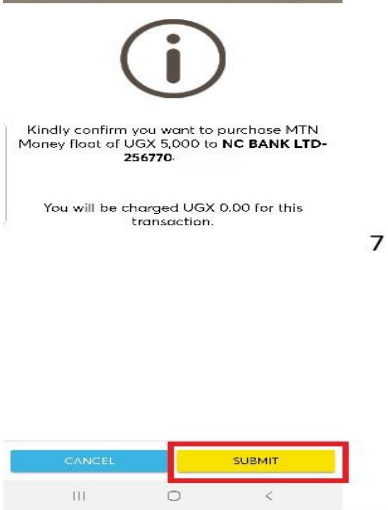
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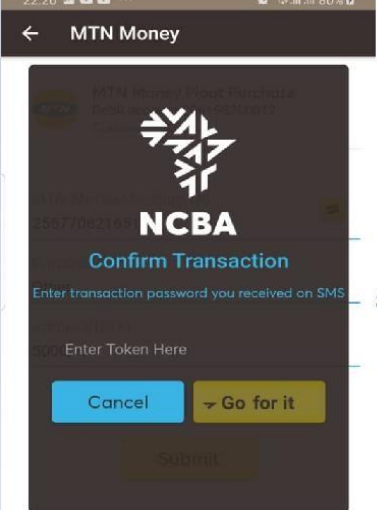
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### iii) Internet Banking

Through our internet Banking platforms, NCBA customers are able to purchase float directly or by way of secure messaging requests/instructions as per the mandate held with the Bank.

For direct transfers, the customer is able to initiate and approve instructions with validation and instant float credit of the Agent or merchant wallet.

For secure messaging, upon receipt of the message request, the Bank then proceeds to post in the instruction Backend. Upon the Bank posting the transaction, the customer then immediately receives a credit to their wallet.

#### 1. ARCIB Online system – Direct float purchase

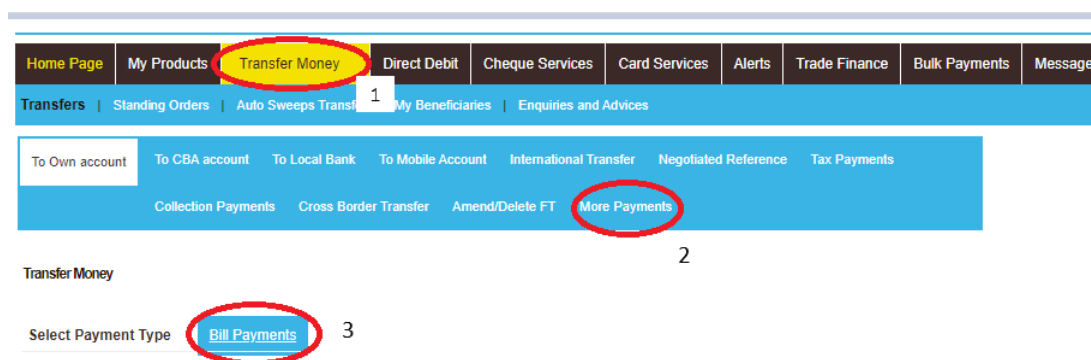
- Log into the online system, access the Transfer Money tab, and click on more payments.
- Select Bill payments, drop down to select MTN Escrow float purchase and click the arrow to proceed to the transaction page.
- Populate the required transaction detail and click Go For it to validate the detail.
- Click the tick sign to commit the transaction and generate the transaction reference.

Login>>Transfer Money>>More payments>> Bill Payments >> MTN Escrow float purchase >> Input Merchant/Agent ID >> Select Debit Account & currency >> select Transaction date >> Input Credit Amount >> Go for it.

\*\*Transaction/Credit amount input should be the UGX/Shillings value



\*\* For cross currency float purchase Transactions, input the negotiated reference accordingly.

\*\* Agent or Merchant IDs with MSISDN format, start with 256 e.g. 256772123456.



Back to: [Select Payment Type](#) >

Please Select Bill Type :

Bill Payment Type:   



- Petty Cash Payments
- Petty Cash Payments
- Umen's Epower Payments
- MTN Escrow Float Purchase**

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[Select Payment Type](#) >

Back to: [Select Payment Type](#) >

Please Select Bill Type :

Bill Payment Type:   

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Back to: [Select Payment Type](#) > [Select Bill Payment Type](#): >

### MTN Escrow Float Purchase

MTN Virtual/Agent Account *	<input type="text" value="256772123456"/>	
Debit Account	<input type="text" value="20"/>	<input type="button" value="Go to Parent"/>
Debit Currency	<input type="text" value="UGX"/>	
Credit Value Date *	<input type="text" value="16 JUN 2021"/>	<input type="button" value="Calendar"/>
Credit Account	<input type="text" value="213352200015"/>	MTN UGANDA ESCROW ACCOUNT
Credit Currency	<input type="text" value="UGX"/>	
Credit Amount	<input type="text" value="1000"/>	
Customer Name		
Domain Name		
Profile Name		
Status Code		
Description		
Internal Identity		
Negotiated Reference	<input type="text"/>	

**Go for it**



Back to: [Select Payment Type](#) > [Select Bill Payment Type](#): >

**Carefully confirm the entered details and proceed.**

MTN Virtual/Agent Account	256772123456	
Debit Account	207 009201	MTN UGANDA LIMITED
Debit Currency	UGX	
Credit Value Date	16 JUN 2021	
Credit Account	213352200015	MTN UGANDA ESCROW ACCOUNT
Credit Currency	UGX	
Credit Amount	1,000.00	
Customer Name	MTNU !	
Domain Name	MTNUGANDA	
Profile Name	MTNU	
Status Code	200	
Description	SUCCESS	
Internal Identity	256772123456	
Negotiated Reference		
Customer Rate		

**Thank you for Transacting! Transaction Reference number is:** FT/21167/3X879

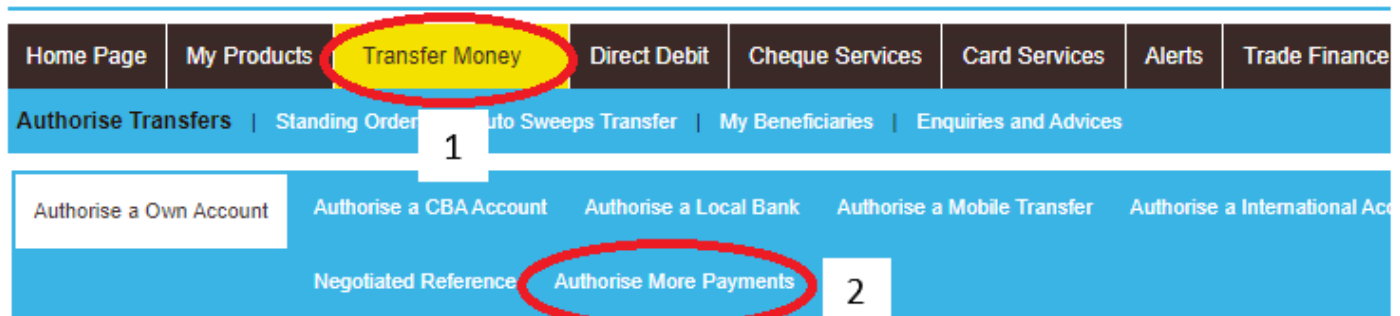
MTN Virtual/Agent Account	256772123456	
Debit Account	207 33201	MTN UGANDA ESCROW ACCOUNT LIMITED
Debit Currency	UGX	
Credit Value Date	16 JUN 2021	
Credit Account	213352200015	MTN UGANDA ESCROW ACCOUNT
Credit Currency	UGX	
Credit Amount	1,000.00	
Customer Name	MTNU :	
Domain Name	MTNUGANDA	
Profile Name	MTNU	
Status Code	200	
Description	SUCCESS	
Internal Identity	256772123456	

**NB:**

For sign-alone profiles, the float is instantly credited upon reference generation\*  
 For profiles that require approval, the authorizer logs in to complete the transactions through the below screens\*

**Authorize Escrow Transactions**

Login >> Transfer Money>> Authorise Transfers >> Authorise more payments >> Bill payments Auth >> MTN Escrow payments >> Authorise FT MTN Escrow Transaction >> Commit >> Confirm transaction





**Transfer Money**





Back to: [Select Payment Type >](#)

Please Select Payment to Authorize:



Bill Payment Type: Authorise Petty Cash Payments  

- Authorise Petty Cash Payments
- Authorise Umemu Postpaid/New Connection
- MTN Escrow Payments**

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Back to: [Select Payment Type >](#)

Please Select Payment to Authorize:

Bill Payment Type: MTN Escrow Float Purchase   5

Unauthorised Funds Transfer

Reference	Transaction Type	Debit Account No.	Debit Ccy	Debit Amount	Credit Account No.	Credit Ccy	Credit Amount	Record status
FT211650B2HS	ACRW	2000	UGX	45,000.00	213352200015	UGX	45,000.00	INAU
<p>MTN Virtual/Agent Account 500:</p> <p>Debit Account 2000</p> <p>Debit Currency UGX</p> <p>Credit Value Date 14 JUN 2021</p> <p>Credit Account 213352200015 MTN UGANDA ESCROW ACCOUNT</p> <p>Credit Currency UGX</p> <p>Credit Amount 45,000.00</p> <p>Customer Name Du: *****</p> <p>Domain Name MTNUGANDA</p> <p>Profile Name External</p> <p>Status Code 200</p> <p>Description SUCCESS</p> <p>Internal Identity 500</p>								

[Authorise FT MTN Escrow Transaction](#) [Delete FT Transaction](#)

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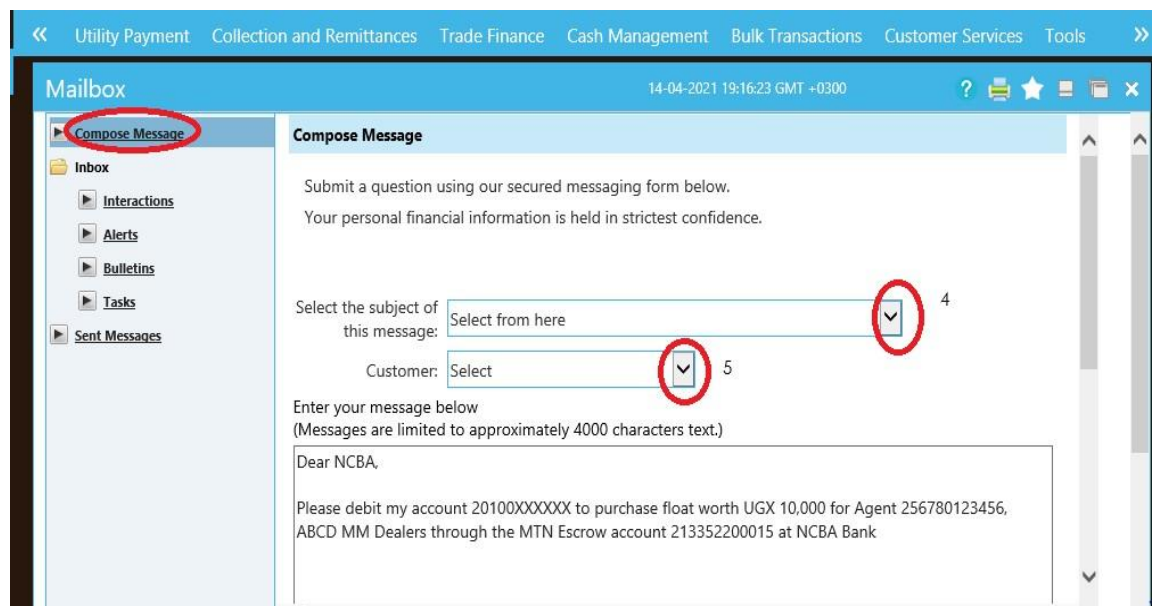
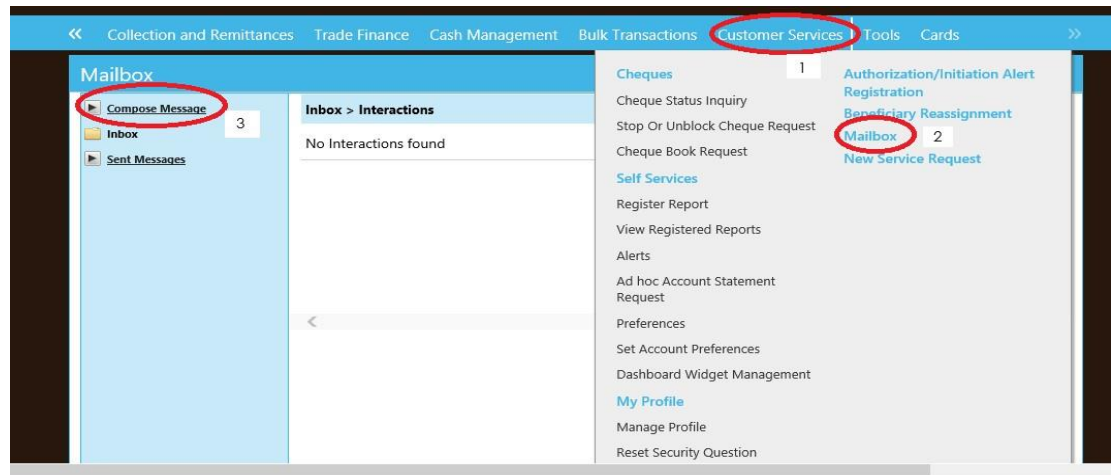


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## 2. NCBA Connect system – Secure messaging

Log into the online system, access the message tab and write an online message  
 Login>>Customer Services >> Mailbox >>Compose Message>> Select message category >> Select Customer >>Type message >> Click send



### NB:

1. You are currently able to transact through the prescribed Online Banking Menu for the different systems, therefore transactions directly credited onto the Escrow account through other menus will not be valid.
2. The Agent MSISDN/ Agent ID is a mandatory \*
3. The Debit Account and amount are mandatory\*
4. The message should be shared as per the account mandate held with the Bank for the secure messaging option\*