**OUR CUSTOMER JOURNEY:**

GovNet Services Ltd was recently contracted by the Government of the republic of Uganda through the Ministry of ICT to develop an On-line Business Registration System (OBRS) it is a system that through which URSB clients can easily assess services such as Company Registration, Name search/reservation, Company search and Record search without first coming to the URSB offices. The idea behind the OBRS is to make registration, of businesses/companies a process that is as flawless and as easy as possible for every one even the people in rural areas. Most of the services offered by the URSB attract fees that need to be paid and GovNet would like to ease the payment process by creating a payment gateway/ a collection account through which such payments would be easily made.

The customer journey begins when the client visits the URSB portal from where they will identify the service they need, for example Record Search, this will attract a service fee and the client will be shown the cost and then the payment options either by bank, visa card, MoMo or Airtel Money. The customer will then choose how they are going to pay and a merchant code depending on the method will be given to them.

At this point the client will be asked for his/her number and a USSD prompt will be sent to the number provided. The client will be directed to enter a PIN AND ONCE payment is done a notification message will be sent to them.