

Rudishiwa Troubleshooting Steps

1. Customer made an Airtel Money transaction but didn't receive 100% Rudishiwa transaction fee cash back as "airtime."

- Transactions that are eligible for cashback are
 - i. Bank to your Airtel Money wallet
 - ii. Any Paybill for any network
 - iii. Withdrawal at any Airtel Money agent from as little as KES 50
- Did the customer pay to a Buy Goods Till because those Transactions that are **not** eligible for cashback are:
 - i. Buy Goods Till
 - ii. Send Money to Airtel and Other Networks
 - 1. These transactions are free and no transaction fee can be refunded