

Customer FAQ – 365 Railway Ticket Purchase via mCash



1. What is the new service launched?

mCash customers can pay for railway tickets booked via 365

2. Does the existing mCash Customer needs to register/do changes from mCash end?

No, Customer does not have to do any change to mCash Account.

3. Does the Etisalat mCash customer eligibal for this ?

No. It will be soon available for Etisalat customers in future.

4. I'm a mCash customer. How do I pay for railway tickets?

- Dial #111#
- Select Value Added Payments
- Select mTicketing
- Enter mCash PIN
- Temporary Pass-code will be sent via SMS
- Customer will receive a SMS with a passcode : (5 Digits)
- Customer call 365
- Book tickets and inform call centre agent that he is paying via mCash
- Agent request the mCash Pass code from the customer
- Proceed with the transaction
- Customer will receive an SMS from mCash confirming the transaction

5. What is the benefit for the customer by paying from mCash.

Customers are charged only 10% service charge. Where add to bill option charge 15% surcharge.

6. Are there any deductions when customer get the mCash Passcode?

No. Customer will not be charge at the point of getting an OTP Number.

7. Do I have to pay extra service charges when performing mCash transactions?

No. This service is totally free for mCash customers from mCash end. He/She Only pays for the Railway ticket charges.

8. What Does the customer get charge ?

Call Charges Rs.8 perminute + Ticket Fee + Taxes + Reservation Fee

9. Is there a limit restriction from mCash?

Standard mCash limits apply

mCash Basic Customers – Rs.10,000 Daily Limit

mCash Enhance Customers – Rs.25,000 Daily Limit

10. How Long this OTP is valid?

One day. (24 Hours)

Customer FAQ – 365 Railway Ticket Purchase via mCash



11. Whats the SMS content customer receive with the OTP?

Sinhala	mCash mTicketing request pass code: 00000 Pass Code Kal Ikuthweema: 2016-10-20 11:17 mCash ginum Sheshaya: Rs.2,000.00
English	mCash mTicketing request pass code: 00000 Pass Code Expires at 2016-10-20 11:17 mCash Ac Balance: Rs.2,000.00
Tamil	mCash mTicketing request pass code: 00000 Pass Code kaalaavathi 2016-10-20 11:17 mCash kannakku mihuthi: Rs.2,000.00

12. How Many OTP Messages Can I generated per a Day?

Any Amount of OTPs (Passcodes) Can be taken

13. How Do I book a railway ticket?

Call 365

14. In Case there is a situation of a reversal, what should the agent do?

if it is a agent mistkate , the ticket has to be reversed before particular day (reseverartion made date not the depature day) midnight

15. What are the trains available to book and can be paid via mCash?

All reservation trains which are currently available will be open for the mCash payment method.

16. What is the proof customer has when his payment has made from mCash / Or reversal happened from mCash?

Payment confirmation SMS to the customer :

Sinhala	Mobitel mTicketing Geweema Rs.2,000. 2016-10-20 11:10 Ref No 111111. Obage mCash Ginum Sheshaya Rs.1,000
English	Mobitel mTicketing Payment Confirmed for Rs. 2,000. 2016-10-20 11:10 Ref No 111111. Your mCash Balance is Rs.1,000
Tamil	Mobitel mTicketing koduppanavu uruthiseiyappattuullathu Rs. 2,000. 2016-10- 20 11:10 Ref No 111111.mCash kannakku mihuthi: Rs.2,000.00

Customer FAQ – 365 Railway Ticket Purchase via mCash



Reversal Confirmation SMS to the customer:

Sinhala	mTicketing Geweema Awalangu Kireema Rs.2,000. 2016-10-20 11:10 Ref No 111111. Obage mCash Ginum Sheshaya Rs.3,000
English	mTicketing Payment Reversal Confirmed for Rs. 2,000. 2016-10-20 11:10 Ref No 111111. Your mCash Balance is Rs.3,000
Tamil	mTicketing koduppanavai rathu seiyappattuullathu - Rs.2,000. 2016-10-20 11:10 Ref No 111111.Ungal Kanakku mihuthi Rs.3,000

How Does the 365 Call Centre Agent select mCash as the payment method

The screenshot shows the 'Payment Mode' selection screen in the railway ticketing system. The 'mCash' option is selected and circled in blue. The 'OTP' field contains the value '73007'.

System Navigation: System, Train Management, Operations, Ticketing, Cancellation, Print, Summary

Compartment B

Legend: Male, Female, Blocked, Available, Available at SLR Counters, Permanent Allocation, Not Attached

Ticket Amount(SC): 280.00 (28.00)

NIC Number: 123456787V

Mobile Number: 0712341418

Payment Mode: MOBITEL

Payment Mode Selection: Billing, mCash

OTP: 73007

OK

The screenshot shows the Sri Lanka Railways M-Ticket confirmation screen. The 'MOBITEL(mCash)' payment mode and the seat number 'B-47' are circled in blue.

Ref No: 4762128

M-TICKET 00000

Train Name: 1009

Total Amount: (Rs.)280.00 (service charge Rs 28.00)

From: Colombo Fort (at 07:00)

To: Kandy

Departure: 2016-11-09 at 07:00:00

Payment Mode: MOBITEL(mCash)

Seat Number (s): B-47, M

NIC Number: 123456787V

Mobile/Land No: 0712341418

Issued Date: 2016-11-09 10:00:03

Issued: hasanthm Mobitel

365 අමතන දුරකථන ප්‍රවේශ පත්‍ර වෙබ් තරඟා ගන්න
365 අමතන දුරකථන (ආන්දෝ) යාමයේදී ඉහත සඳහන් දුරකථන අංකයන් භාවිත කරන්න
Dial 365 for Railway Bookings

Sri Lanka Telecom
Official Sponsor of the Sri Lanka Cricket Team
Mobitel