

M-PESA Ratiba Integration Issues Report

Date: January 14, 2025

Critical Issues Overview

1. Inconsistent Callback Reception

Issue Description:

- Callbacks for standing order creation are inconsistently received
- System cannot reliably confirm successful standing order creation
- No guaranteed way to verify tenant's standing order status

2. Failed Deductions Despite Success Messages

Issue Description:

- System indicates successful standing order creation
- Scheduled deductions fail to occur at designated times
- No error messages or notifications about failed deductions

3. Standing Order Deletion/Recreation Issues

Issue Description:

- Unable to delete non-functioning standing orders
- System prevents recreation due to "existing" standing orders