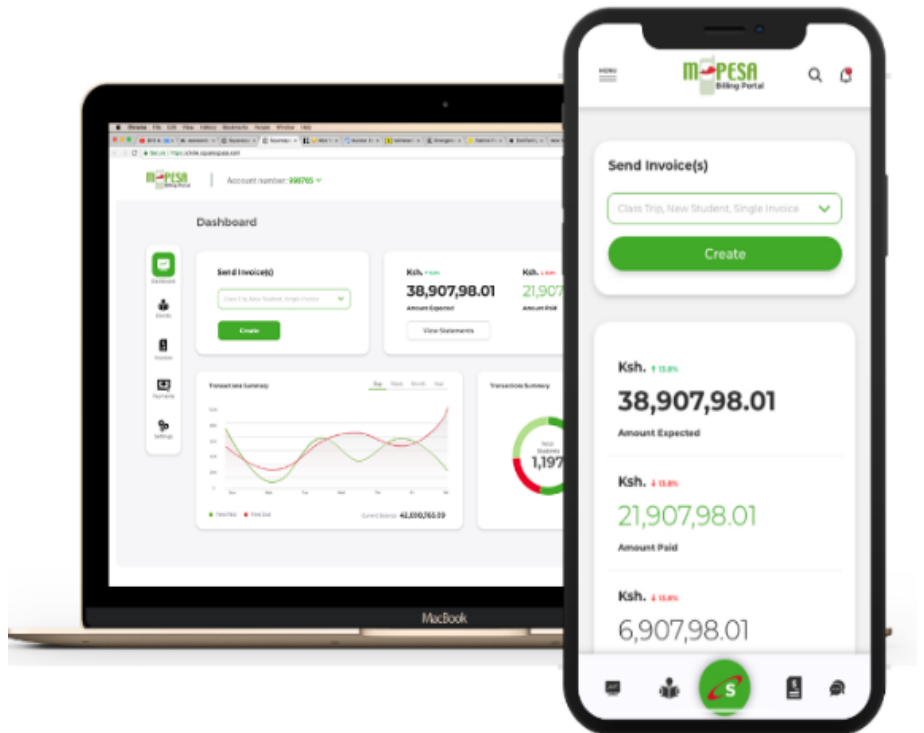


M-PESA BILL MANAGER FOR OTHERS

User Manual



Invoice, receipt and manage transactions easily

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1.0 INTRODUCTION

Welcome to M-PESA Bill manager for the Others. M-PESA Bill Manager is a digital service that gives organizations and clients a one-stop end-to-end platform to send, receive, pay, and reconcile all organization payments.

This solution can be used by any business/ organization that is not in school or rental option.

Some of the use cases for the bill manager for Other Option include:

- I Garbage collection
- II Water companies
- III Internet companies
- IV Hospitals
- V Restaurant among other organizations

Organizations – organizations can issue invoices, send client/s bill reminders, update M-PESA payments in real time as well as reconcile other forms of payments from a simple and secure portal.

Clients – Clients will receive their due organization invoice notifications, can access their detailed organization invoices, and make payment directly via their phones.

The main features available on the M-PESA Bill Manager Portal include:

- 1. Instant Invoicing
- 2. Convenient Payment Collections
- 3. E-Receipting
- 4. Bill Reminders

The requirements for using M-PESA Bill Manager are:

- 1. An Active M-PESA Paybill Account (**Standalone not aggregated**).
- 2. An Active M-PESA Business Administrator.
- 3. Internet Connection.

2.0 ACCESSING THE SERVICE

1. **Organizations/ businesses:** To access the portal, authorized users will go to <https://billmanager.m-pesaforbusiness.co.ke>

*All users will be authenticated via their username(email), password and One Time Password that is sent to their mobile number.

2. **Customers/clients:** Customers can access all their due bills and pay via *413#

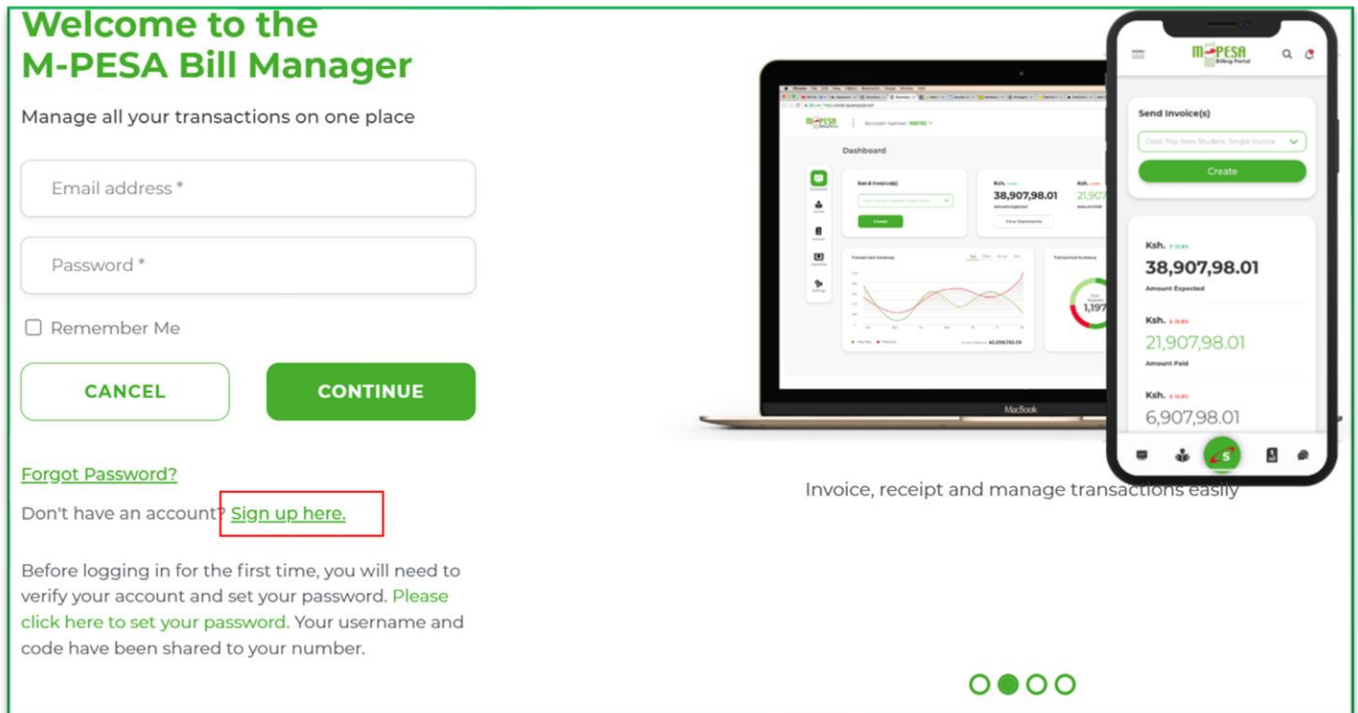
*All SMS notifications are received via **MPESABills**.

3.0 SIGN UP PROCESS

3.1 Getting You Started: Signing Up / First-time access.

From your organization's laptop, computer or smart phone, the M-PESA Business Administrator or finance contact will follow the below steps:

1. Log into: <https://billmanager.M-PESAforbusiness.co.ke>
2. Scroll to the **sign up** here option.



Welcome to the M-PESA Bill Manager

Manage all your transactions on one place

Email address *

Password *

Remember Me

CANCEL **CONTINUE**

[Forgot Password?](#)

Don't have an account? [Sign up here.](#)

Before logging in for the first time, you will need to verify your account and set your password. Please [click here to set your password.](#) Your username and code have been shared to your number.

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3. You will be presented with a window (see below) that will allow the validation of your credentials.
 - Under **Business Type** select **Others** from the dropdown menu
 - Select Sign Up method as either finance contact or Business administrator.
 - Enter your M-PESA Paybill Number
 - Enter your **M-PESA Business Administrator or M-PESA finance contact details** (i.e., the administrator credentials as registered on the M-PESA System, or M-PESA finance contact details as registered on M-PESA)
 - Select next.

Let's get you started!
Key in a few details to enable us to create your personalized account.

Other ▾

Signup Method * ▾


M-PESA PayBill Number *

Self Sign Up Sales Team Referral

Don't have a PayBill Number? [Apply here.](#)

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- Sales team can now “earn their sale” when they sign up new customer on bill manager.
- Specific salesperson, their role and region are captured during their signup process.

Let's get you started!
Key in a few details to enable us to create your personalized account.

Other ▾

Finance Contact ▾

M-PESA PayBill Number *

Identification Type * ▾

Self Sign Up Sales Team Referral

Search Sales Person Name * 🔍


Role *

Region *

Don't have a PayBill Number? [Apply here.](#)

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- A One Time Password (OTP) will be sent to the telephone number associated with the M-PESA Administrator ****Your screen should look like this.**

Verification

A OTP (One Time Passcode) has been sent to your phone number: 07926****8. Please enter the OTP to proceed

Enter OTP *

RESEND CODE SUBMIT

If you do not receive the OTP for more than 30 seconds, please click the resend button.

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- Enter the One-Time password received via SMS and click the submit.
- The below SMS will be sent to the new user.

'Dear (Name of administrator) we are happy to have you. Your username is (username) your code is XXXX(OTP). Welcome aboard <https://billmanager.m-pesaforbusiness.co.ke/>. Please do not share the code.'

3.1 Administrator Profile Creation:

- Once your pay bill account is validated you will be redirected to the below page, where the administrator will need to complete their profile by updating their names, e-mail address, password and accepting the terms and conditions of service.
- Please update your credentials and click on submit.

Profile creation

Provide details to create an Admin.

First name*
john

Last name*
Doe

Personal email address* ✘

Email Address is required.

Password*

Confirm password*

Accept terms and conditions*

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- Please enter your First Name and Last Name
- Enter your e-mail address.
- *Set your password and confirm (Make sure it's alphanumeric – i.e., one that has a capital letter, number, a special character (*! \$@))*
- Agree to terms and conditions.
- When all the details are correctly captured and the submit button is selected, the below onscreen notification will be received.

Success! Your account has been successfully activated. You can now login to the portal.

- You will be logged out and redirected to the main bill manager page where you proceed to login with the set credential.

Welcome to the M-PESA Bill Manager

Manage all your transactions on one place

Email address *

Password *

Remember Me

CANCEL
CONTINUE

[Forgot Password?](#)

Don't have an account? [Sign up here.](#)

Before logging in for the first time, you will need to

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Note

**You will use these credentials going forward for any subsequent log in*

**Every time you log a one-time password will be sent to the registered number; you must enter this to gain access to the portal.*

4.0 SETTINGS

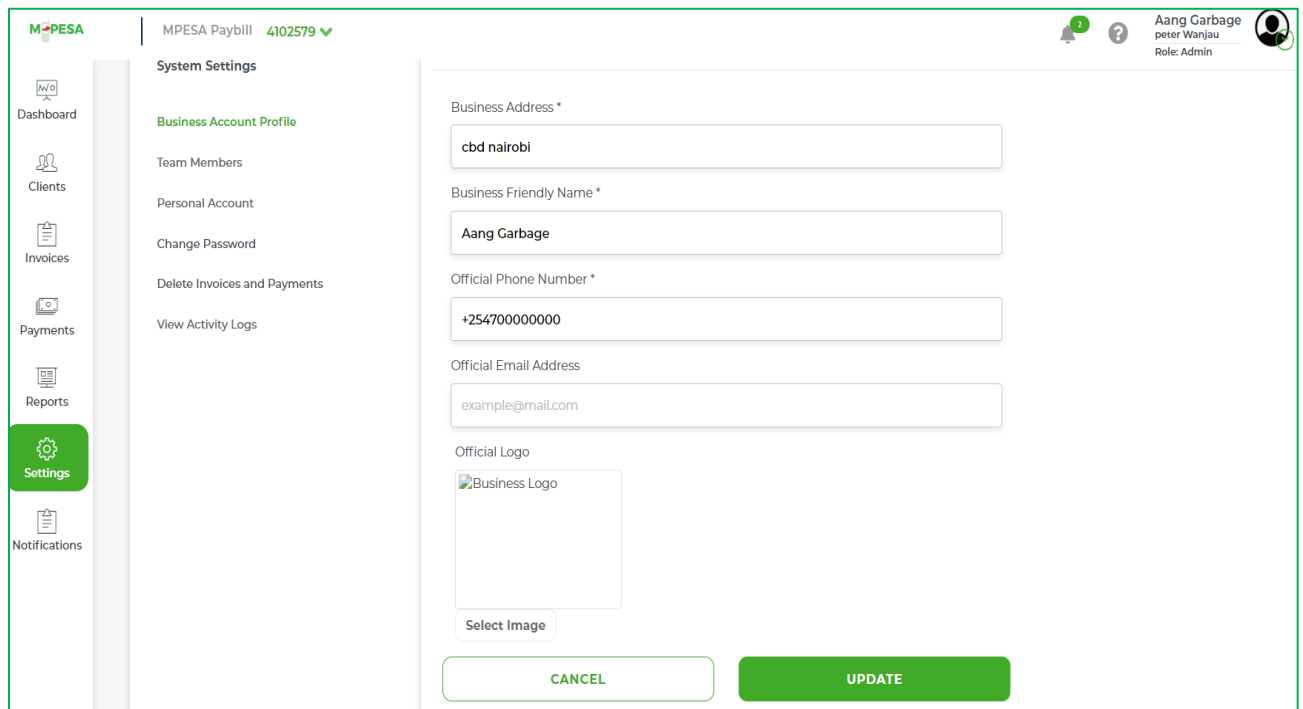
4.1 Business Account Profile Creation

Upon first time login, the **Administrator** will be redirected to the **Business Account Profile Page** to update the organization's information i.e.,

- Business address** – Your Physical location
- Business friendly name** – The name your organization is identified by.
- Official phone number**
- Logo**

Note: the system will pick the official email address as has been set on the M-PESA core system

Sample of updated business account profile



The screenshot displays the M-PESA Business Account Profile page. The interface includes a sidebar with navigation options: Dashboard, Clients, Invoices, Payments, Reports, Settings (highlighted), and Notifications. The main content area shows the following fields:

- Business Address ***: Input field containing "cbd nairobi".
- Business Friendly Name ***: Input field containing "Aang Garbage".
- Official Phone Number ***: Input field containing "+25470000000".
- Official Email Address**: Input field containing "example@mail.com".
- Official Logo**: Image upload area showing a placeholder "Business Logo" and a "Select Image" button.

At the bottom of the form, there are two buttons: "CANCEL" and "UPDATE". The top right corner of the page shows the user's name "Aang Garbage", email "peter.Wanjau", and role "Admin".

4.2 Creation of Users and Roles

4.2.1 Roles/ Portal functionalities on M-PESA Bill Manager

When Roles are a set of permissions that allow users to perform certain functionalities on the M-PESA Bill Manager system. Creating users, you assign roles depending on the nature of work you want the operator to perform in the system.

There 4 main types of roles in the system are:

- **Administrator:** The Administrator has full access to the system functionalities. The primary role is creating and managing team members.
- **Finance Manager:** The user can manage all clients, payments, and invoices. The user has both the view and edit accesses.
- **Front Office Operator:** The user can manage clients, view invoices and view payments within the organization.
- **Auditor:** The user can analyze transactions and team activities. This is read only access.

The functionalities within the M-PESA Bill manager are role based. Below are the various permissions that can be performed by different users.

Permission	Administrator	Finance Manager	Front Office Operator	Auditor
DASHBOARD	Y	Y	Y	Y
View Reconciled Payments	Y	Y	Y	Y
View Outstanding Balances	Y	Y	Y	Y
View Total Invoiced Amount	Y	Y	Y	Y
View Reports	Y	Y	Y	Y
View Activity Logs	Y	Y	Y	Y
View Payment Summary	Y	Y	Y	Y
View Payment Method Summary	Y	Y	Y	Y
CLIENT MANAGEMENT	Y	Y	Y	Y
Create and Edit client (single)	Y	Y	Y	N

Create New client / upload client (bulk)	Y	Y	Y	N
Delete client	Y	Y	Y	N
Export client	Y	Y	Y	N
Create and Edit New Group	Y	Y	Y	N
Add client to Group	Y	Y	Y	N
Search client	Y	Y	Y	Y
INVOICES	Y	Y	Y	Y
Create New Invoice	Y	Y	N	N
Edit Invoice	Y	Y	N	N
Delete Invoice	Y	Y	N	N
View Invoice	Y	Y	Y	Y
View Created Invoices	Y	Y	Y	Y
Create Invoice Templates	Y	Y	N	Y
Delete Invoice Templates	Y	Y	N	N
Cancel Invoices	Y	Y	N	N
Archive Invoices	Y	Y	N	N
Search Invoices	Y	Y	Y	Y
Filter Invoices	Y	Y	Y	Y
View sent invoices	Y	Y	Y	Y
Export Invoices	Y	Y	Y	Y
PAYMENTS	Y	Y	Y	Y
View Received Payments	Y	Y	N	Y
Search Payment	Y	Y	N	Y
Filter Payments	Y	Y	N	N
Record Payments	Y	Y	N	N
Export Payments	Y	Y	N	N
Reassign Payments	Y	Y	N	N
Manage Unallocated Amounts	Y	Y	N	N
Allocate Amount	Y	Y	N	N
Transfer Amount	Y	Y	N	N
REPORTS	Y	Y	Y	Y
View and export all Reports	Y	Y	Y	Y

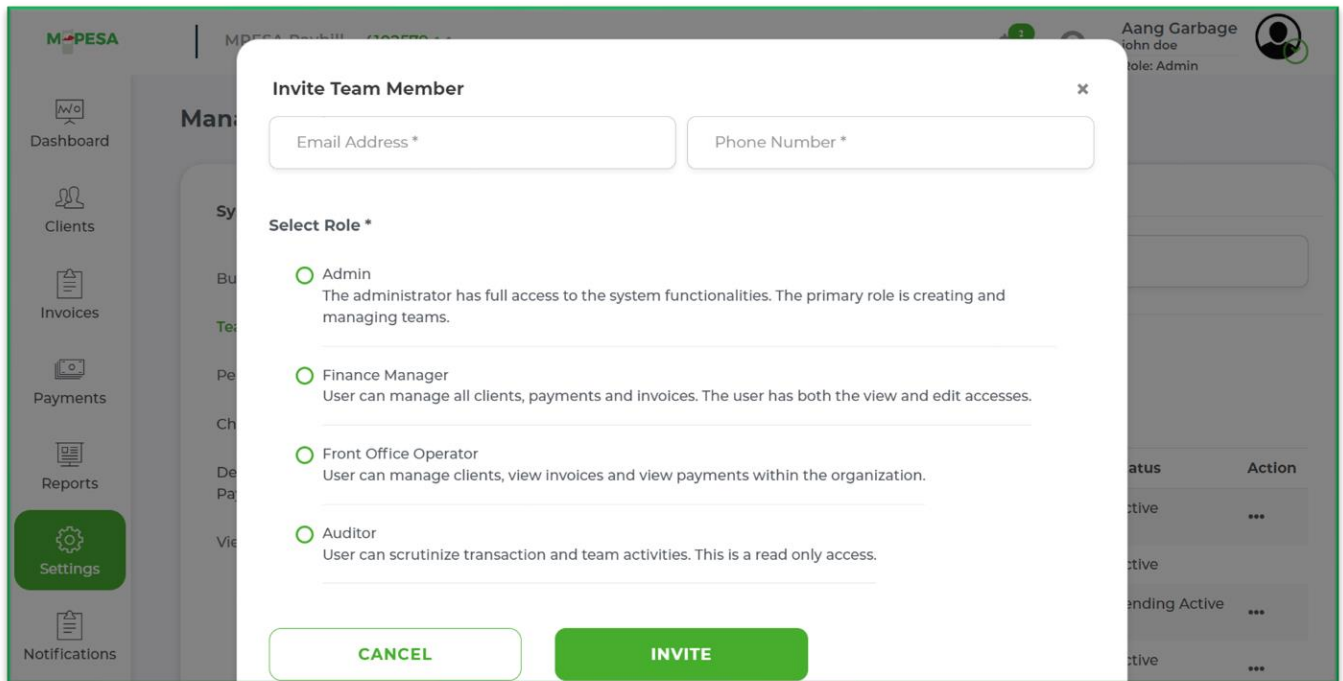
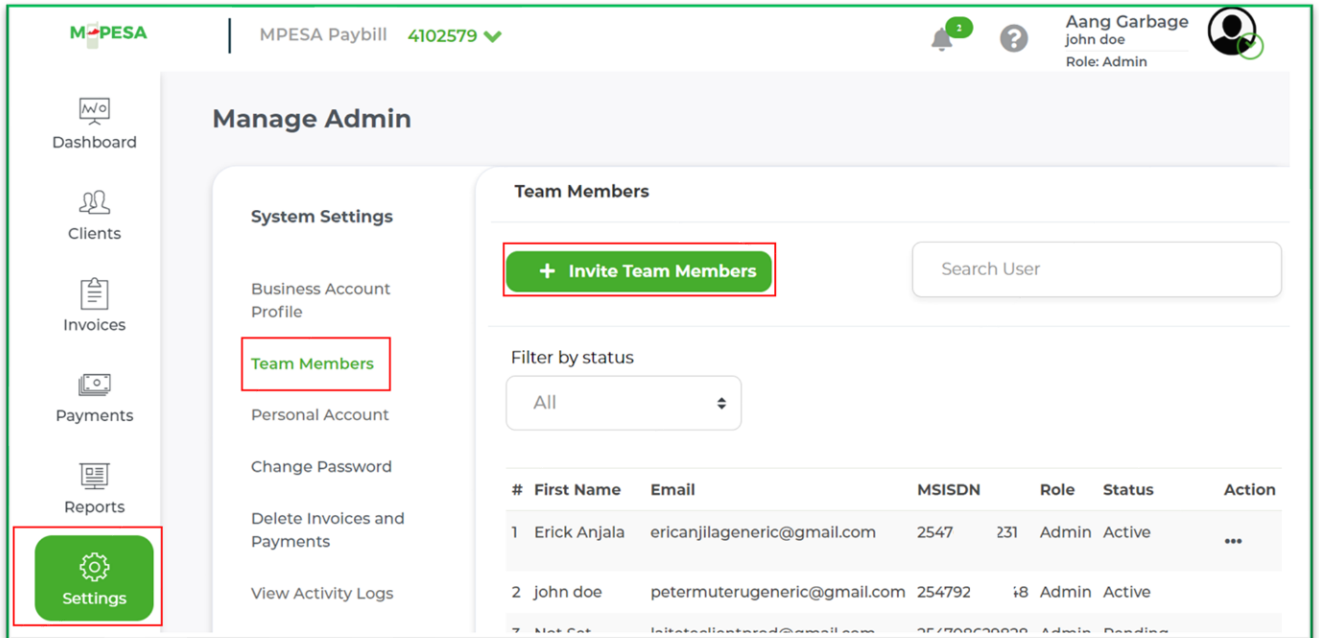
View and export Payment Summary Report	Y	Y	Y	Y
View and export Individual client Report	Y	Y	Y	Y
View and export Payment Collect Report	Y	Y	Y	Y
SYSTEM SETTINGS	Y	Y	Y	Y
Update Business Account Profile	Y	N	N	N
View and invite Team Members	Y	N	N	N
View and update Invoice Templates	Y	Y	N	N
View and update Line Items	Y	Y	N	N
View and update Personal Account	Y	Y	Y	Y
Change password	Y	Y	Y	Y
Delete Team Members	Y	N	N	N
Update Team Members	Y	N	N	N
Resend OTP to Pending Active Users	Y	N	N	N
Suspend Team Members	Y	N	N	N
REPORTS	Y	Y	Y	Y
View and export all Reports	Y	Y	Y	Y
View and export Payment Summary Report	Y	Y	Y	Y
View and export Individual client Report	Y	Y	Y	Y
View and export Payment Collect Report	Y	Y	Y	Y

4.2.2 Inviting/ Creating System Users

The administrator creates all the users and assigns them roles.

The administrator will log in and follow the steps below to create users.

- (1) Select “**Settings**”
- (2) select “**Team members.**”
- (3) Select “**Invite Team member**”
- (4) Enter the user’s e-mail address and phone number.
- (5) Select the role you want to assign them.
- (6) Click on **Invite**.



N.B *the email address is unique and cannot be used for multiple accounts.

4.3 How to Log In.

The newly created user will receive the below text message from **M-PESABills**, giving them the username, one-time password as well as the link to verify their account.

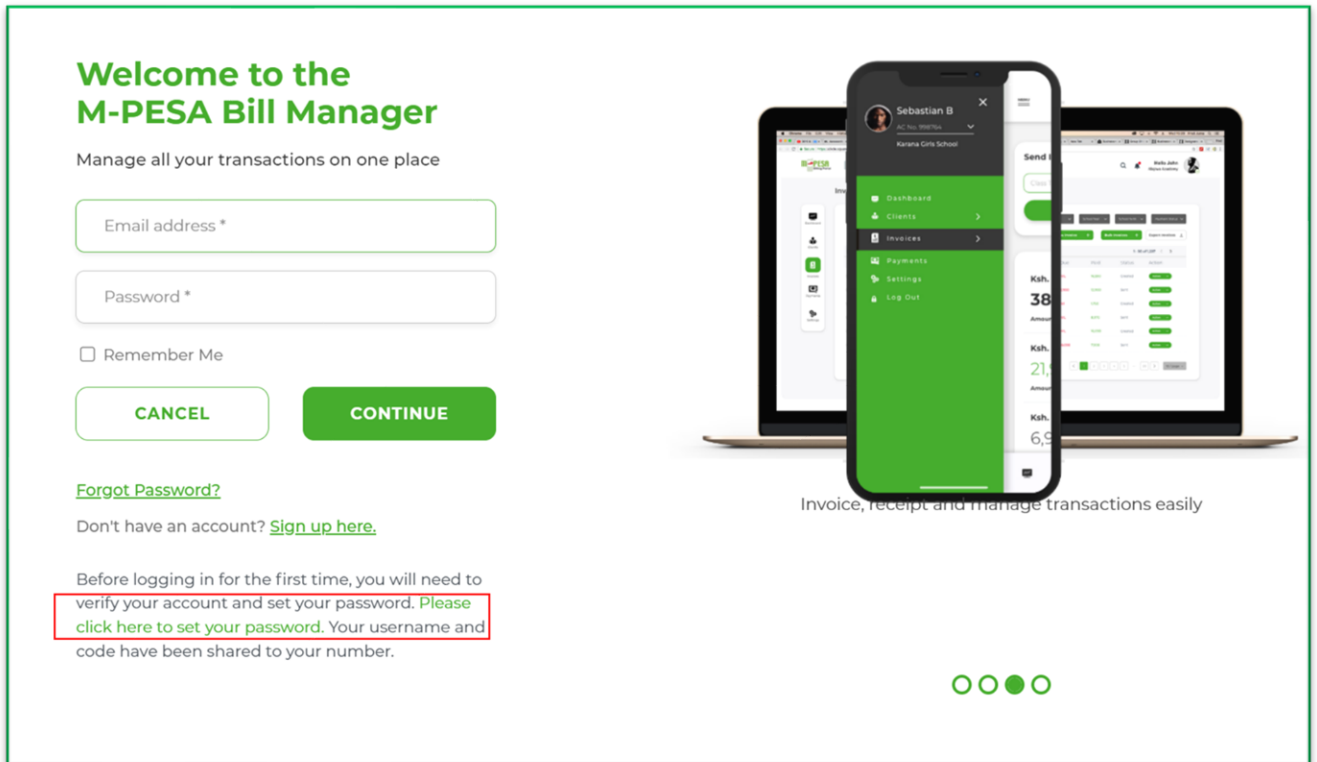
Welcome aboard xyz organization. Your username is xyz@gmail.com and your code is XXXX. Login via <https://billmanager.m-pesaforbusiness.co.ke/verify-user> and set your password.

The new user uses the following steps to log in and verify their account.

- Paste the link on SMS to a browser and proceed to verify the account.

OR

- Go directly to the M-PESA Bill Manager homepage.
 - (1) scroll to the first-time user link **‘Please click here to set your password’** and proceed to verify the account.
 - (2) The user will then be prompted to enter their e-mail address and OTP (Sent Via SMS). The user will then select continue.



- (3) The user will be prompted to set a password,
 - Set your password and confirm (*Make sure it's alphanumeric – i.e., one that has a capital letter, number, a special character (*! \$@)*)
 - Accept the terms and conditions.
 - Click on the submit button.
- (4) The user will be redirected to the login page and can now proceed to log in with the set password.
- (5) The One-Time password will be sent via SMS, the user will enter the One-Time password and submit.

Profile creation
Provide details to create an Admin.

First name *
John

Last name *
Doe

Personal email address *
Email Address is required.

Password *

Confirm password *

Accept terms and conditions *

BACK SUBMIT

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4.4 Updating the User Profile.

- (a) **First user:** The first time a user logs in to M-PESA Bill Manager they will be prompted to update their profile, update your details then select update profile.

System Settings

- Business Account Profile
- Team Members
- Classes
- Invoice Templates
- Line Items
- Personal Account**
- Change Password

Edit Profile

First name * Middle name

Last name * Personal email address * **johndoe@gmail.com**

Select gender
 Male Female

Select ID Type
 National ID Passport

Date of Birth (YYYY-MM-dd)

ID Number

CANCEL **UPDATE PROFILE**

- Once the profile is updated the user's role (permission), name and the organization details will be displayed on the right-hand side of every page that the user navigates to.

MPESA | MPESA Paybill 4102579

Dashboard

Ksh **87** Reconciled Payments

Ksh **440** Outstanding Balances

Ksh **527** Total Invoiced Amount

Dashboard Clients Invoices Payments

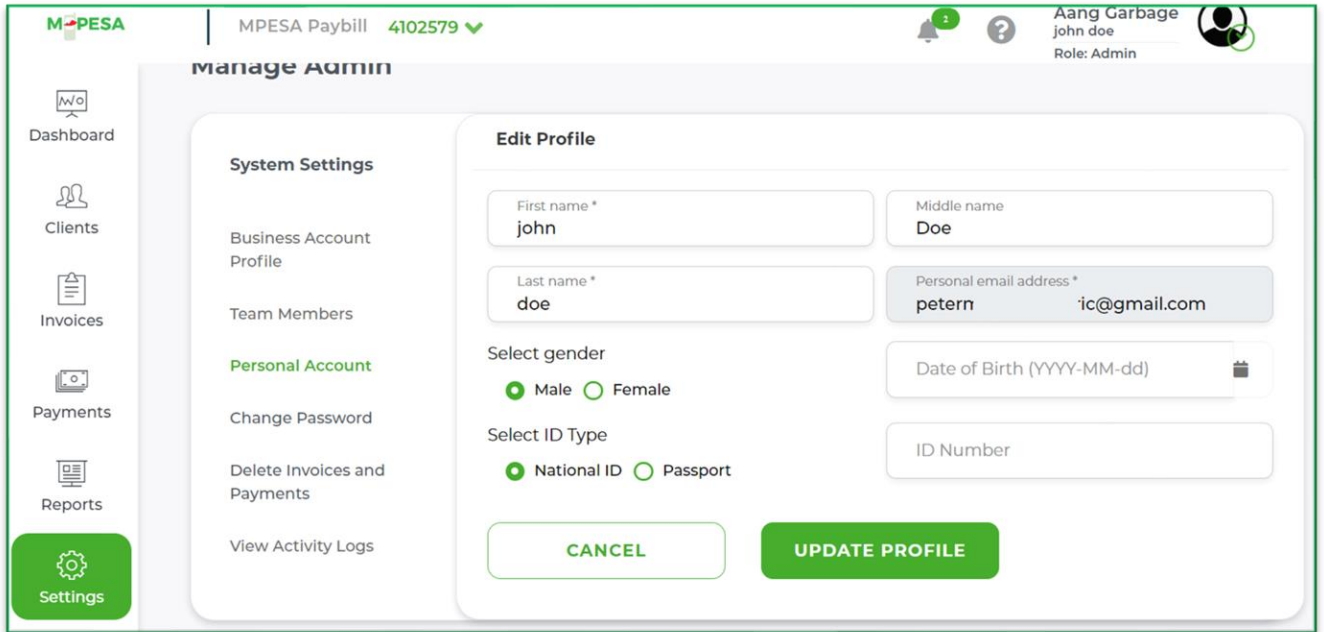
Aang Garbage peter Wanjau Role: Admin

(b) Subsequent user

- (1) The user can update their personal account information from the setting menu then selecting personal account and updating whatever they wish to update.

Or

- (2) The user can also update by selecting the drop down on the profile icon.

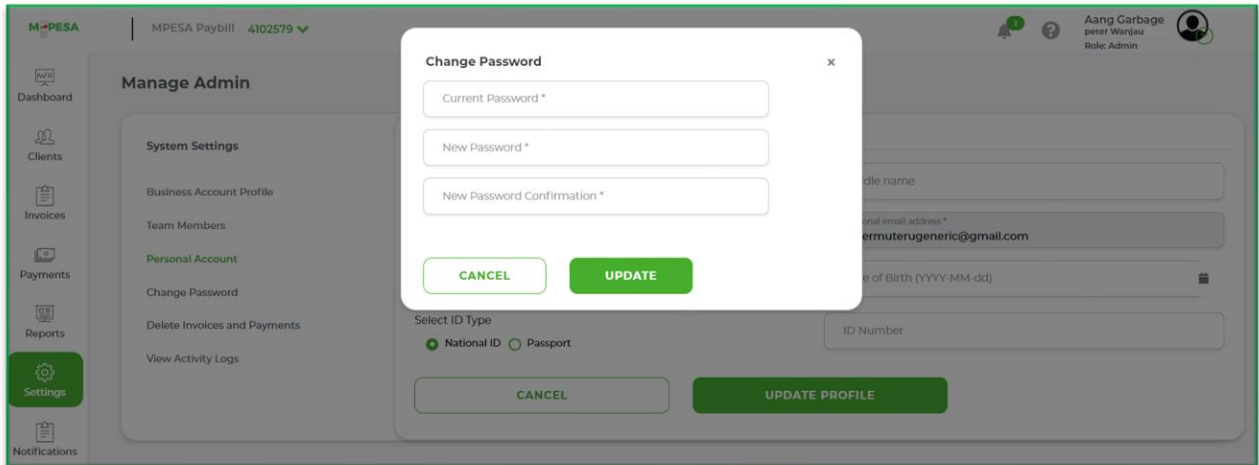


4.5 Password and OTP Management

4.5.1 Change Password.

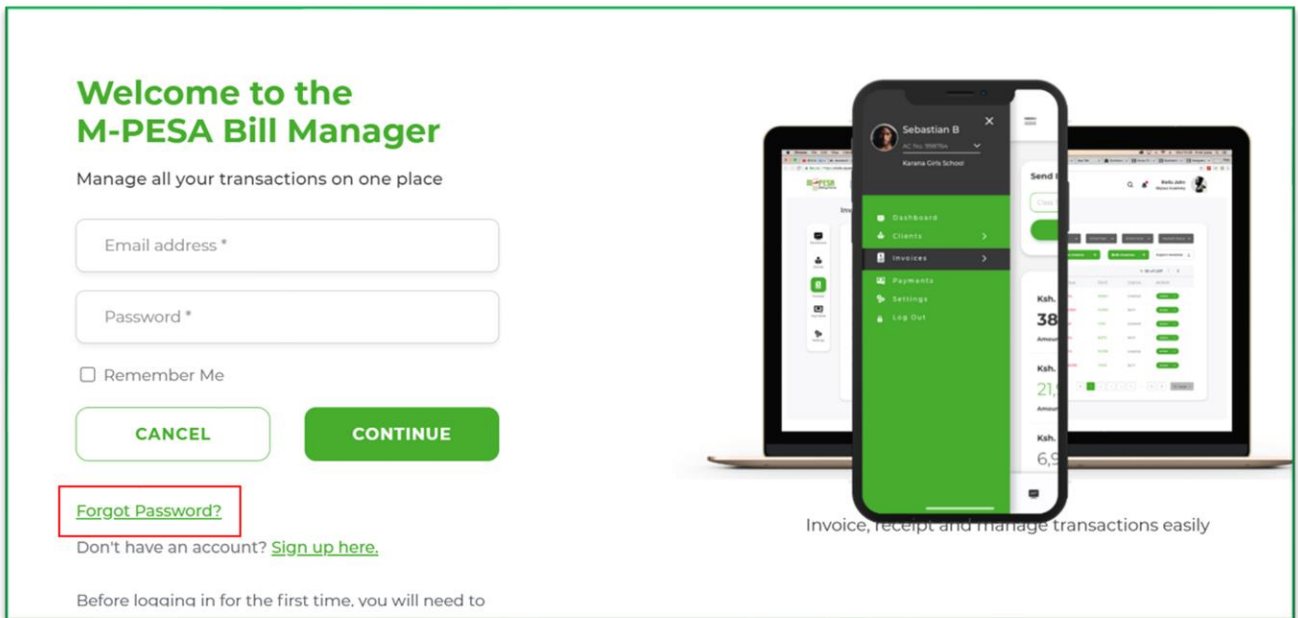
Users can change their password via

- Select **Settings**
- Select **Change Password**.
- Enter the current password.
- Enter the new password.
- confirm new password.
- Click on **Update**.



4.5.2 Password Reset:

- The functionality to reset the password is found on the home page.
- Upon selecting **forgot password**, the user will be prompted to enter their e-mail address and phone number. A One-time password will be sent to the user, and they can use this to log in and reset their password.




Enter your email address and phone number to recover password

Email address *

Phone Number *

CANCEL **CONTINUE**



Verification

A OTP (One Time Passcode) has been sent to your phone number. Please enter the OTP to proceed


Enter OTP *

RESEND CODE **SUBMIT**

If you do not receive the OTP for more than 30 seconds, please click the resend button.

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Set Password

Set your new password below

New Password *


Password Confirmation *

BACK **SUBMIT**

If you do not receive the OTP for more than 30 seconds, please click the resend button.

Invoice, receipt and manage transactions easily

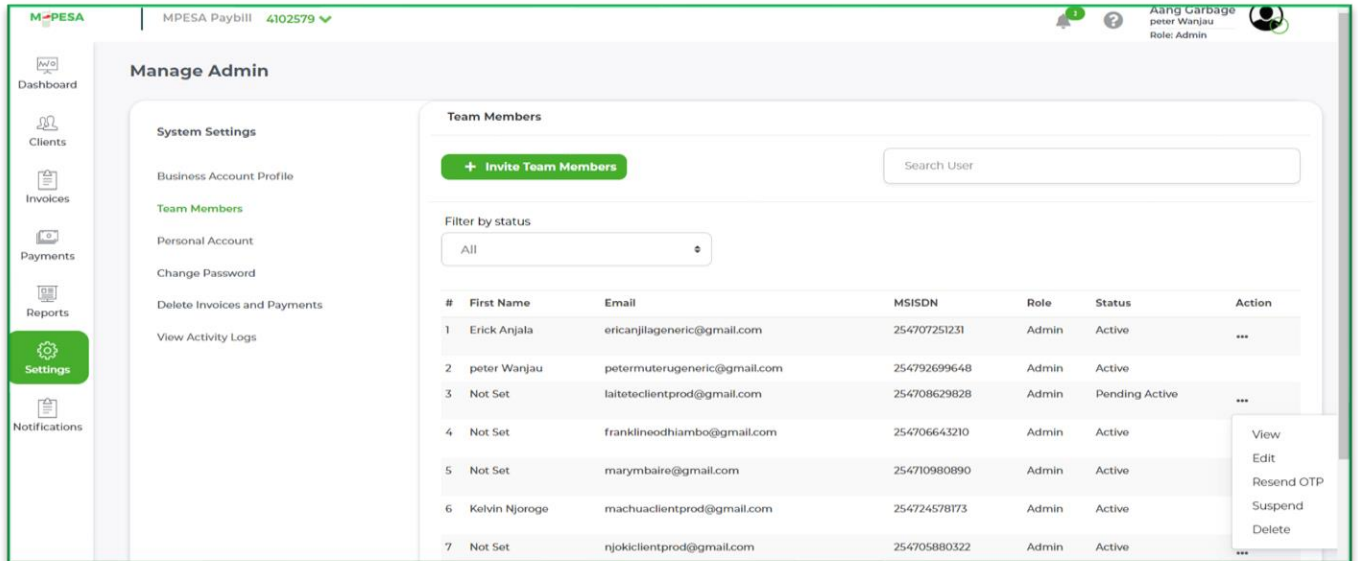
● ○ ○ ○ ○



4.5.3 Resending OTP for New Users

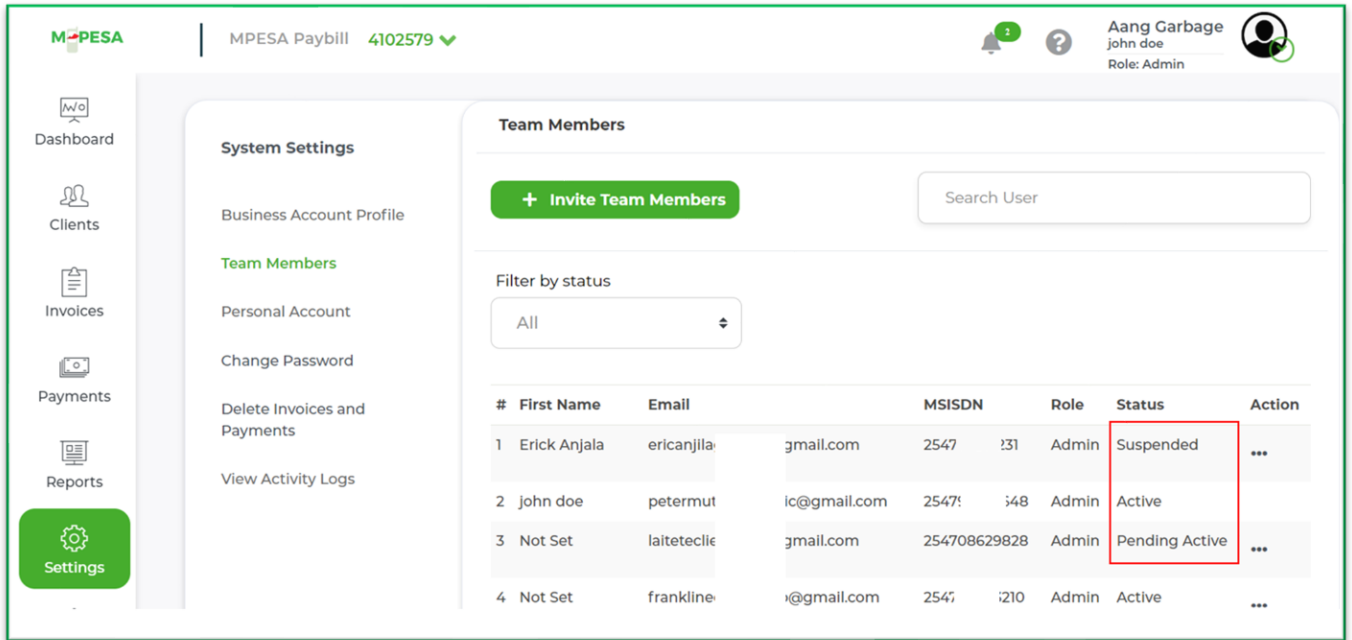
Where a new user fails to receive the one-time password (pending active), the administrator can resend the OTP.

- i. The administrator will log in – go to settings – Go to Team Members – search for the user- right click on the user and select the resend OTP option.
- ii. The one-time password will be sent to the user.



4.6 User Status

- i. **Pending active users** – These are users who have been invited to access the system but are yet to log in and set their credentials.
- ii. **Active Users** - These are users who have successfully logged in to M-PESA Bill manager.
- iii. **Suspended Users** -These are users who have temporarily been denied access to the system. A user can only be suspended by the administrator.



4.7 Managing User's Account

Business Administrator can manage users by suspending, activating, and deleting accounts.

Account suspension is when an organization disables access to a user's account on the portal and blocks further activity from that account.

Suspension can be temporary or permanent. The action for temporary suspension on this system is referred to as **Suspend**.

The action to unsuspend the account that is suspended is referred to as **Activate**.

The action of permanently suspending accounts on this system is referred to as **Delete**. Once account is deleted cannot be activated

Important information on user management

- i. The e-mail address is unique i.e., no two users can have the same e-mail address.
- ii. Where the user's name appears as **not set**; the user should be advised to update their personal account information to display their full names.

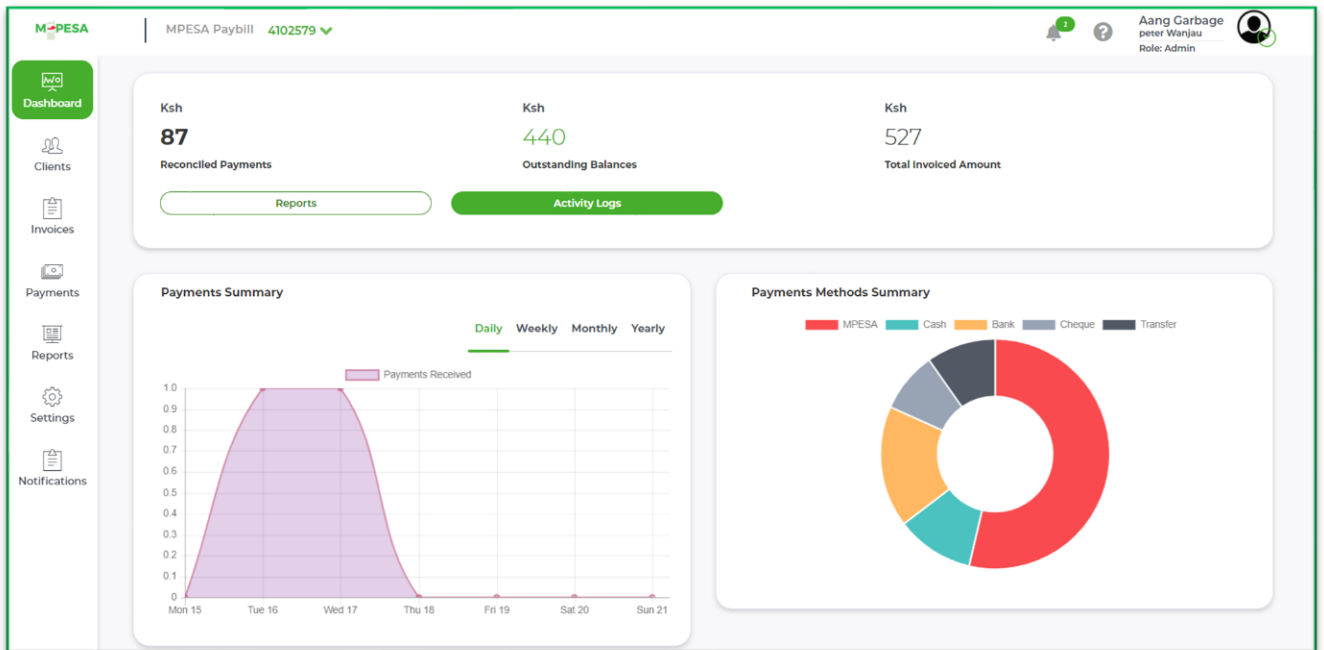
- iii. The administrator can only resend the **one-time password** to a user who is on **pending active status**, users on active status will be required to select the resend code option where they fail to receive the One-Time password or in cases where they accidentally delete the code.
- iv. A suspended user will not gain access to the system until the administrator changes the user status to active.

Important information on bill manager portal:

- 1. The portal allows you to create clients. clients receive notifications.
- 2. Clients cannot exist without a Reference number.
- 3. Client names and mobile numbers are mandatory fields in client creation.
- 4. For purposes of invoicing client are placed in:
 - a. **Groups** – This allows you to invoice clients who have common attributes e.g. Transport for people in a certain region, swimming class, piano class
- 5. Functionalities on the portal are role based.

5.0 DASHBOARD VIEW

Users logging in to the system will be presented with the below dashboard.



Main areas on the dashboard

Reconciled Payment – These are payments that have been received and are assigned to the clients.

Outstanding Balance – This is the difference between the total invoiced amount and the reconciled payments.

Total Invoices Amount – Total Billed Amount.

Payment summary – Gives a snapshot of all payments made on the system.

Payments Method Summary – Gives a summary of how the transactions are made within the organization.

6.0 CLIENT

6.1 Client Management

The client's view allows the authorized user to:

- c) Manage clients i.e., add new clients in single upload or in bulk and export clients.
- b) Manage groups.

Note: Under client's view, the authorized user can perform actions specific to a client by selecting them.

These actions include:

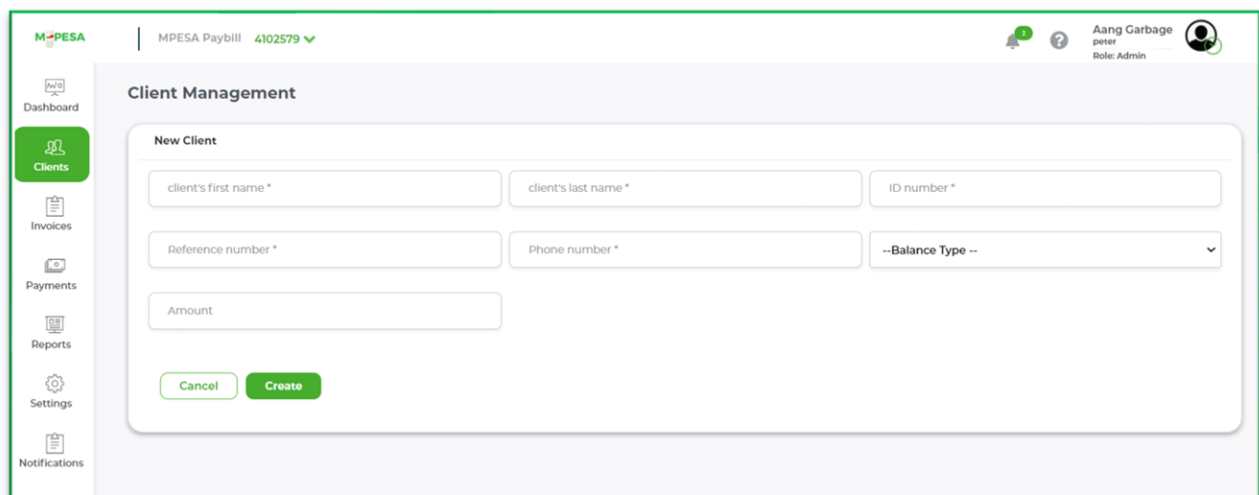
- a) Editing client information
- b) Invoicing the specific client
- c) Recording payments
- d) Management of unallocated amounts

6.2 Steps in Creating a Client.

- a) Ensure that you have assigned the client a Reference number.
- b) All the client's details should be available i.e. First name, last name, and phone number

6.2.1 Creating Client Singly (Individual)

- *To add a new client (singly) select Clients- Select New client – update the client's first name, last name, Client's first name and last name (should be separated) – client ID number, client reference number, Client's phone number (Safaricom number) – select balance type as either balance or overpayment. Enter the amount for balance type – click on create.*



The screenshot displays the M-PESA Client Management interface. At the top, it shows 'M-PESA' and 'MPESA Paybill 4102579'. The user's name 'Aang Garbage' and role 'Admin' are visible in the top right. The left sidebar contains navigation options: Dashboard, Clients (highlighted), Invoices, Payments, Reports, Settings, and Notifications. The main content area is titled 'Client Management' and features a 'New Client' form with the following fields: 'client's first name *', 'client's last name *', 'ID number *', 'Reference number *', 'Phone number *', and a dropdown menu for '--Balance Type --'. An 'Amount' field is also present. At the bottom of the form are 'Cancel' and 'Create' buttons.

After successful creation, the client will receive an SMS Notification from M-PESABills.

“XYZ Academy now accepts organization fees payment via M-PESA. To pay, select M-PESA, LIPA NA M-PESA, Enter Paybill Number XXXXXX Account (Client’s Reference number) ‘

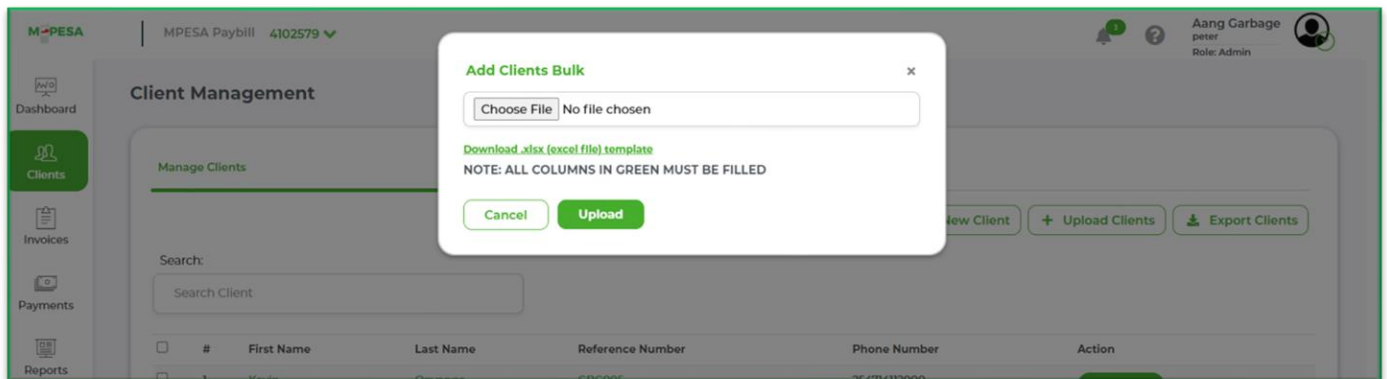
6.2.2 Creating Clients in Bulk.

To add clients in bulk, select Clients- Select upload clients.

Click on [Download .xlsx \(excel file\) template](#) to download template and fill the template and save the document

On the system, click on *Choose File* and then select the file that you saved.

Click on Upload



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	AccountNum	FirstName	LastName	PhoneNumber														
2	200202001	James	Doe	722000000														
3	200202002	Mark	Doe	722000000														
4	200202003	Mary	Doe	722000000														
5	200202004	Maxwel	Doe	722000000														
6																		

6.3 Viewing Additional Information of the Clients.

By clicking on an individual client, one can view additional information about the client. The information includes:

- **Client’s information** – Name, Reference number, Gender, Date Client was created.
- **Groups** – The different groups that the client belongs to.
- **Summary of payments** – Total payments received for the clients, Total owed and any overpayment/ unallocated amounts.

- **Statements** – Downloadable statements for the client.
- **Invoices issued** – All invoices issued to the clients.
- **Payments** – All payments made to the client.

Individual client view

The screenshot shows the 'Client Management' page in the M-PESA system. At the top, it displays 'MPESA Paybill 4102579'. The user is identified as 'Aang Garbage peter' with the role of 'Admin'. The page is divided into 'Manage Clients' and 'Manage Groups' sections. There are buttons for '+ New Client', '+ Upload Clients', and 'Export Clients'. A search bar is present with the placeholder 'Search Client'. Below the search bar is a table of clients:

#	First Name	Last Name	Reference Number	Phone Number	Action
1	Maxwel	Doe	200202004	25471 25	Action
2	Mary	Doe	200202003	25471 24	Action
3	Mark	Doe	200202002	25471 22	Action
4	James	Doe	200202001	25471 21	Action

A red box highlights the 'Action' dropdown menu for the first client, which contains the following options: View, Edit, Delete, and Action.

The screenshot shows the 'Client Information' page for a client named 'Frankline Odhiambo'. The page is divided into 'Client Information' and 'Groups' sections. The 'Client Information' section includes 'CLIENT DETAILS' with fields for Name, Reference Number, and Created On. There is an 'Edit Client' button and a 'Back' button. The 'SUMMARY' section shows financial data: Total Amount Owed (KSH. 0.00), Total Amount Paid (KSH. 1.00), and Total Unallocated Amount (KSH. 0.00). The 'STATEMENTS' section shows a period from 01/01/2023 to 31/12/2023, with buttons for Generate, Print, and Download. Below this, there are two tabs: 'Client Bills' (highlighted with a red box) and 'Transactions' (highlighted with a red box). The 'Client Bills' section has a search bar and a filter dropdown set to 'All'. There is a '+ New Invoice' button. Below the search bar is a table of bills:

#	Issued Date	Invoice Number	Billed Amount	Balance	Paid Amount	Status	Actions
1	5/16/23, 3:00 PM	INV000507798	5	5	0	Sent	Action
2	5/11/23, 2:22 AM	INV000500836	25000	25000	0	Created	Action


Statement view

On the statement are

✕

Aang Garbage

Address
Official Phone
Email Address


Business
logo

Fee Statement for 01/01/2023 - 31/12/2023

Reference Number UX123
Client Name Frankline Odhiambo

INVOICES

Date Issued	Details	Amount
May 16, 2023	Bill	KSH. 5
May 2, 2023	Bill Manager Walkthrough	KSH. 1
Total Invoiced Amount		KSH. 6

PAYMENTS

Payment Date	Details	Amount
May 2, 2023	RE28JK79CQ	KSH. 1
Total Paid Amount		KSH. 1
Balance		KSH. 5

Close

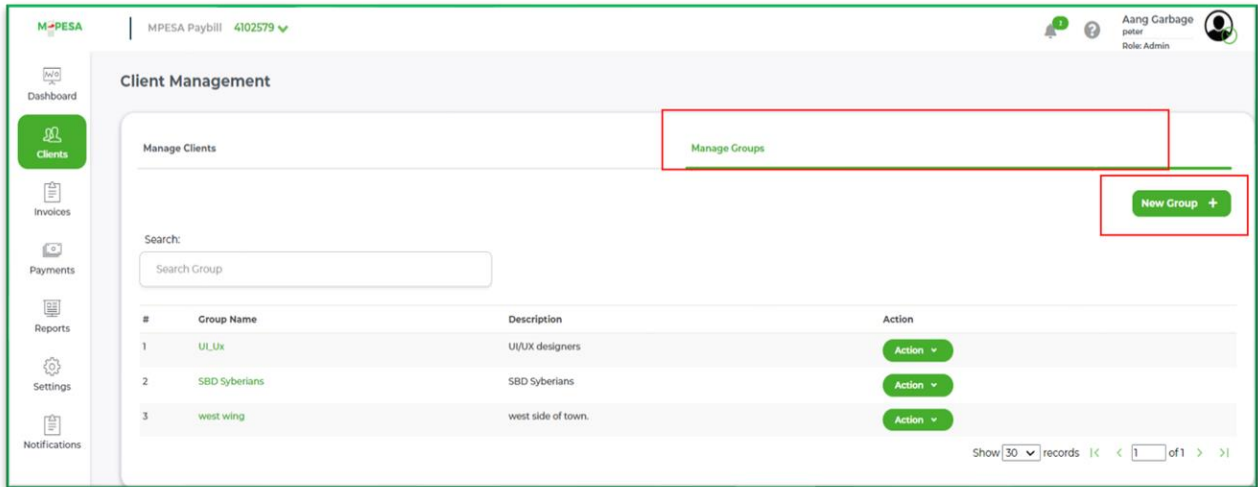
6.4 Manage Groups.

6.4.1 Creating New Group

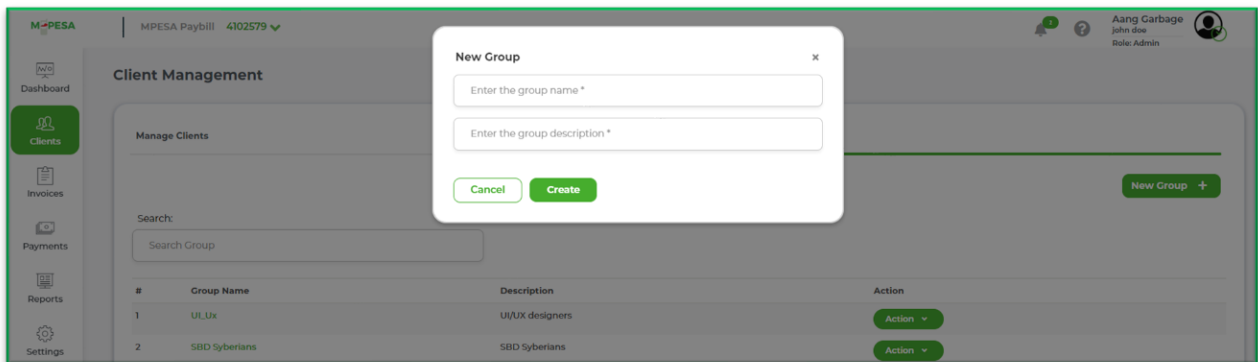
This service will enable organizations to classify their customers/client to different groups. Examples of group are transport, Food, Hardware repairment etc.

- To creating the group,
- The user will click on **Client**.

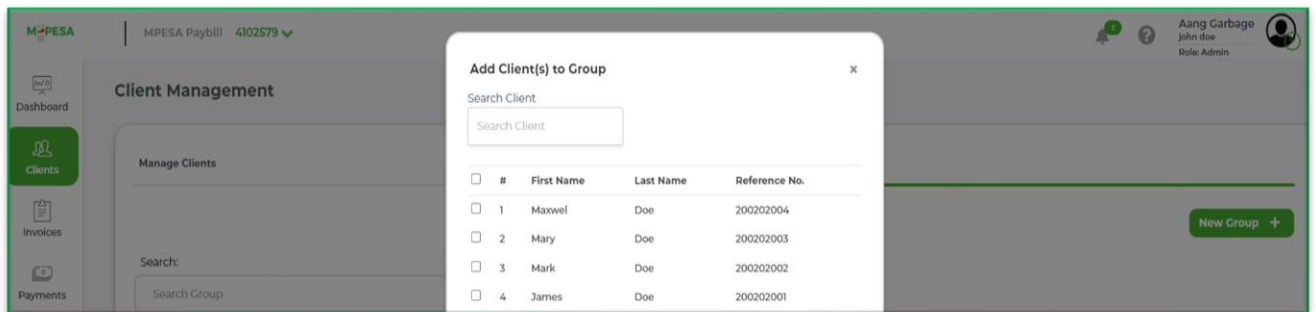
- Click on **group**.
- Click on **New Group**.



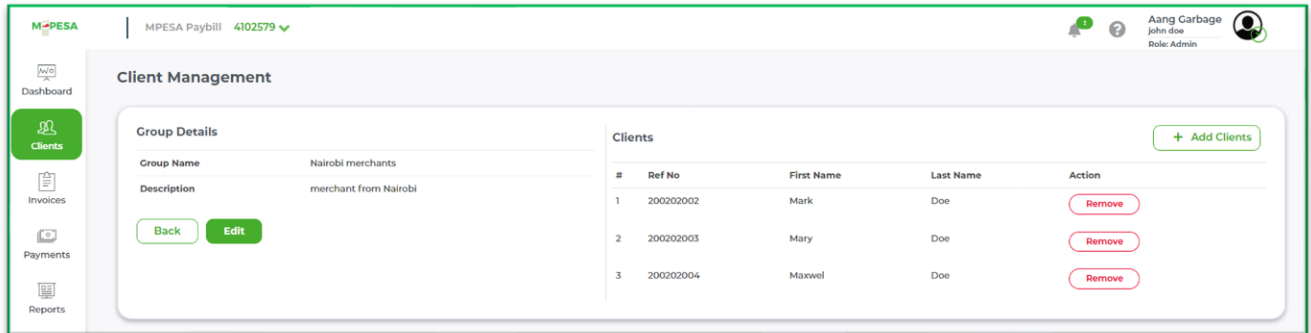
Enter the group details.



Add members to the group and submit.

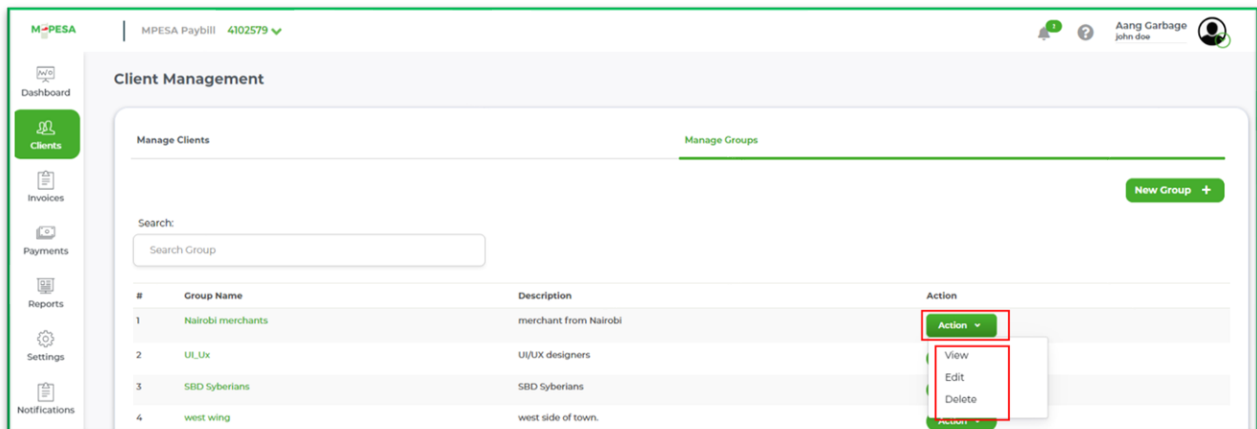


The group details displayed. You can edit group details by clicking on **Edit**. You can remove clients from the list by clicking on the **Remove** button. To add new members to the click on + **Add Clients** button.



6.4.2 Managing existing group.

You can manage existing groups by clicking on the action button and selecting the options from the dropdown.



7.0 INVOICES

Invoices are any billable items to be sent out from the organization/business to the clients informing them of a pending bill and the respective due date.

The organization can create invoices in three different ways.

Single invoice – This involves creating an invoice for a single client.

Group invoice – This involves creating an invoice for members of a specific group.

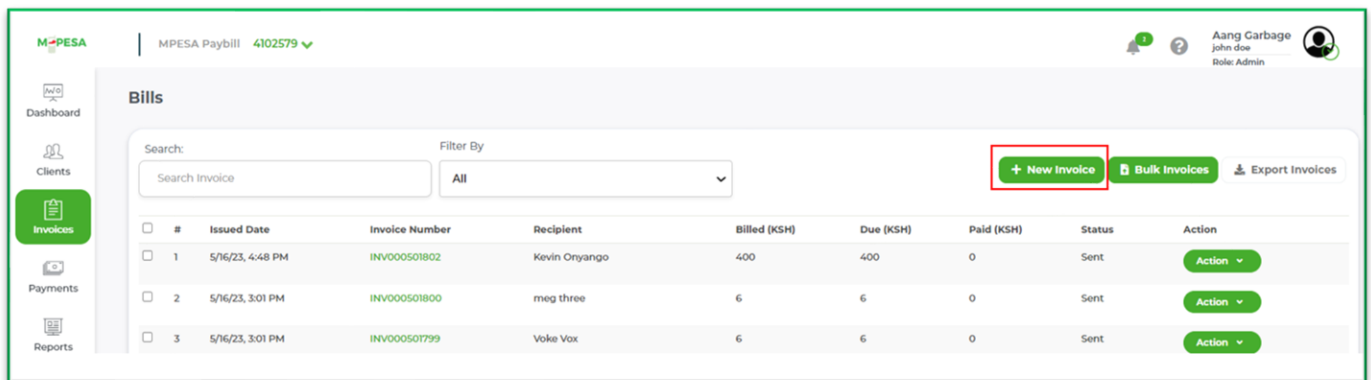
Bulk invoice – This requires the user to download a template and fill in the invoice details.

7.1 Creating Invoices

7.1.1 Single invoice

To create an invoice the administrator or finance manager will:

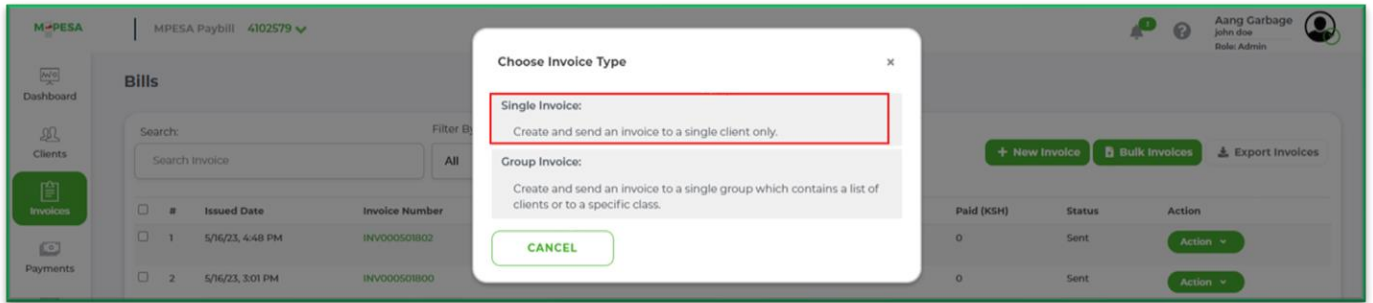
1. Select the “**Invoices**” Icon
2. Click “+ **New Invoice**.”



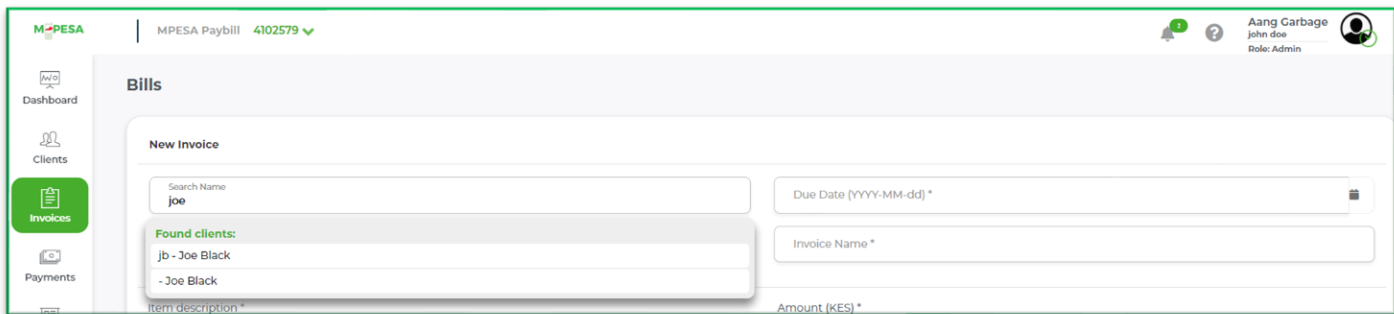
The screenshot shows the MPESA Paybill interface. The top navigation bar includes the MPESA logo, the account name 'MPESA Paybill 4102579', and user information 'Aang Garbage john doe Role: Admin'. The left sidebar contains navigation icons for Dashboard, Clients, Invoices (highlighted), Payments, and Reports. The main content area is titled 'Bills' and features a search bar, a filter dropdown set to 'All', and three action buttons: '+ New Invoice' (highlighted with a red box), 'Bulk Invoices', and 'Export Invoices'. Below these buttons is a table with the following data:

#	Issued Date	Invoice Number	Recipient	Billed (KSH)	Due (KSH)	Paid (KSH)	Status	Action
1	5/16/23, 4:48 PM	INV000501802	Kevin Oryango	400	400	0	Sent	Action
2	5/16/23, 3:01 PM	INV000501800	meg three	6	6	0	Sent	Action
3	5/16/23, 3:01 PM	INV000501799	Voke Vox	6	6	0	Sent	Action

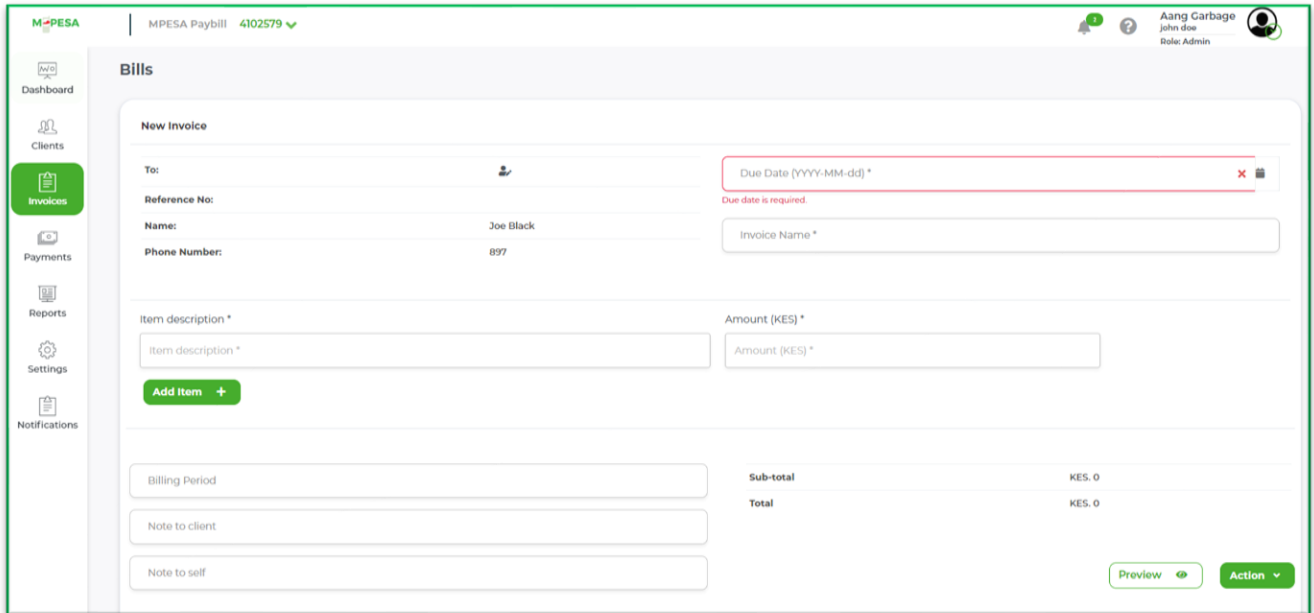
3. Choose Invoice Type as **single invoice**.



4. Search for the Client using the search parameters such as name or Reference number.



5. Enter the Due Date – the day by which something must be paid.
6. Enter the invoice name e.g., television, transport.
Note: this is the name that will appear on the SMS notification to the client.
7. Input the Item and amount for the item.
8. Enter the billing period.
9. Select the action – which could be either, save, send, or discard.



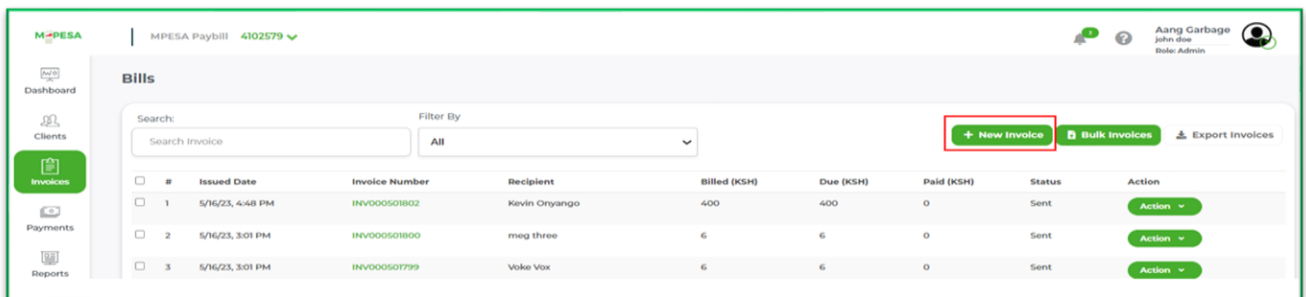
Note:

- **A saved invoice** will be shown under the “Bills Display”; and status of the bill will be “saved.” The client will not receive notification for the saved invoice.
- **Sent Invoice** Should you need to send this invoice out, the administrator or finance manager will need to change the status to “send”. The client will receive an SMS notification informing them of their pending bill.

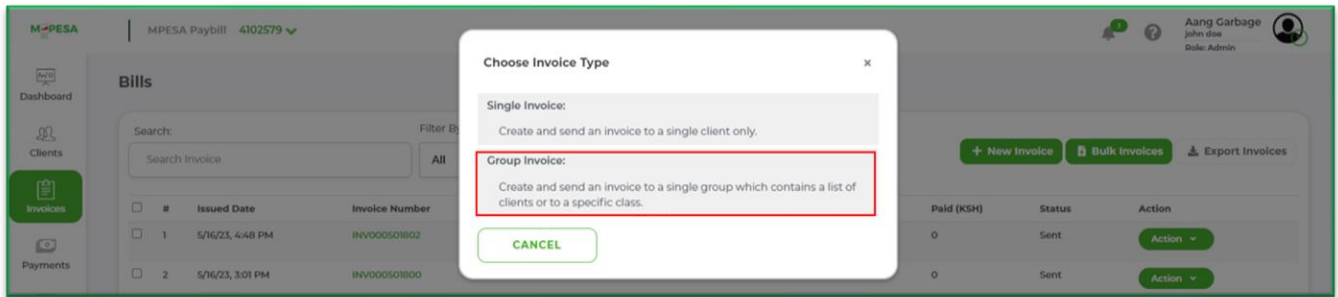
7.1.2 Group invoices

Invoices can be sent out to targeted clients e.g., swimming club, piano, and fashion and design, Nairobi merchants etc.

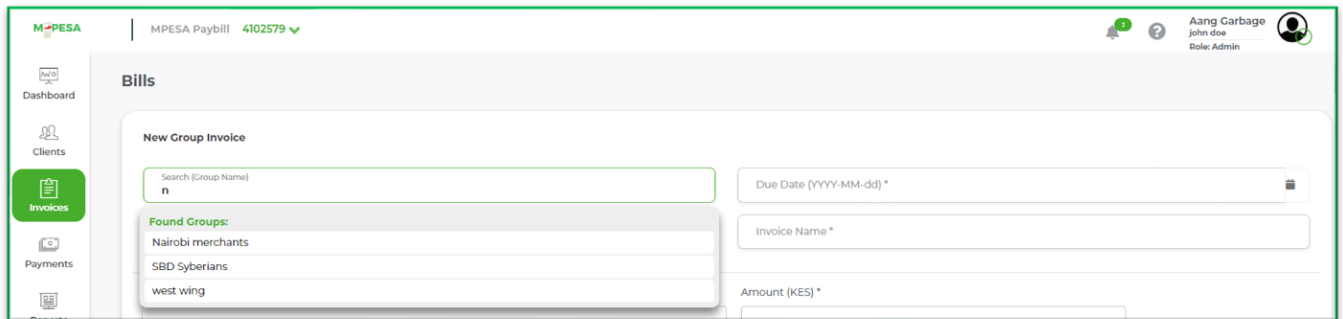
1. Select the “Invoices” Icon.
2. Click “New Invoice”.



3. Choose Invoice Type as group invoice.



4. Search the group by the group name.



5. Enter the due date for the said invoice.
6. Enter the Invoice name.
7. Enter the item description and amount for the item (if you have different items you can click on Add Item icon to add more items)
8. Then select the Action – which should be “save and send.”

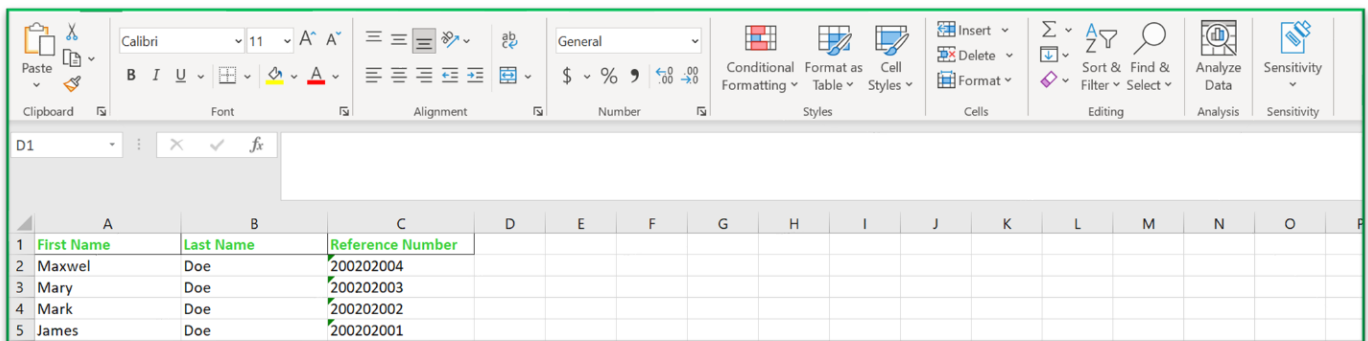
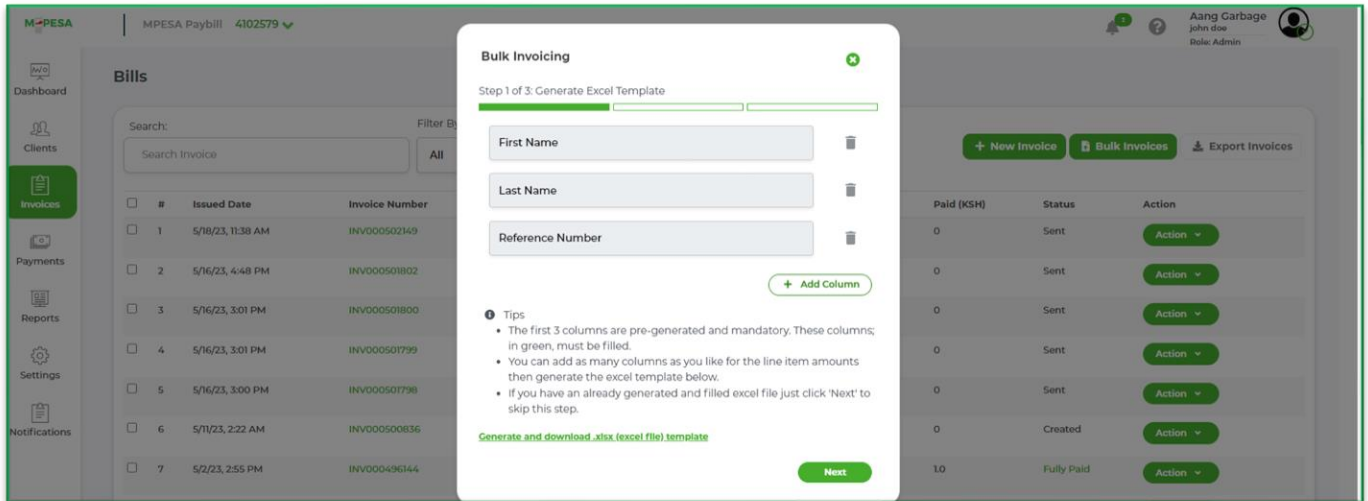
7.1.3 BULK INVOICING

Organizations can now send invoices to their customer in bulk, thus saving time, e.g., to a whole list of their clients.

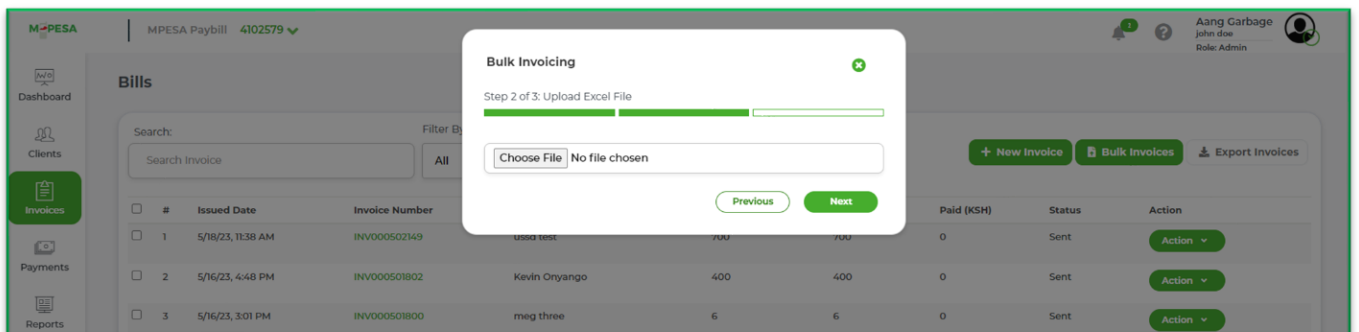
1. Select the “Invoices” Icon.
2. Click “Bulk Invoice”.

#	Issued Date	Invoice Number	Recipient	Billed (KSH)	Due (KSH)	Paid (KSH)	Status	Action
1	5/18/23, 11:38 AM	INV000502149	ussd test	700	700	0	Sent	Action
2	5/16/23, 4:48 PM	INV000501802	Kevin Oryango	400	400	0	Sent	Action

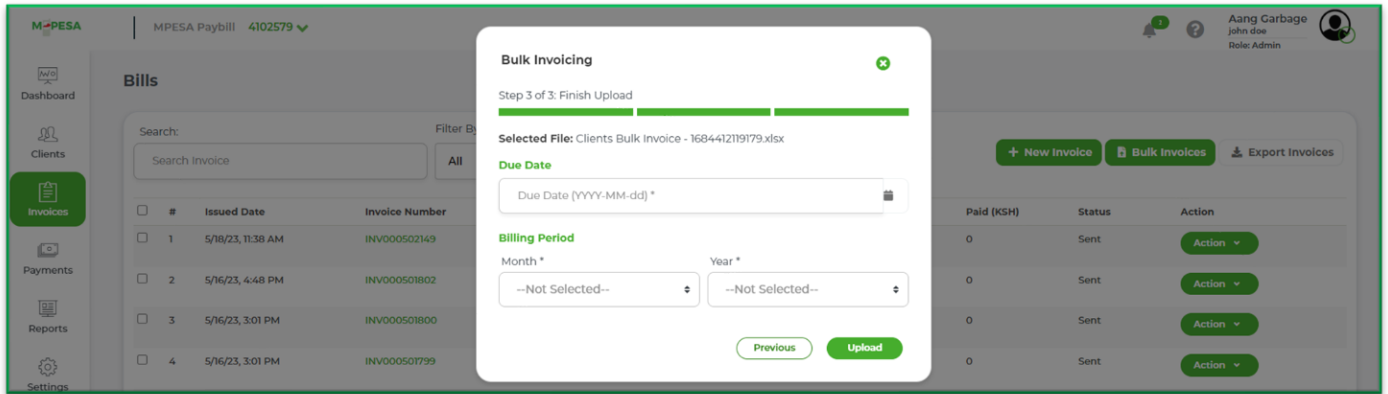
Click on **Generate and download .xlsx (excel file) template** and fill in the details. Then click on **Next**.



Click on **Choose File** and select the file. Then click on **Next**.



Enter the **Due Date** and the **Billing Period**. Then click on **Upload**.



For all invoices:

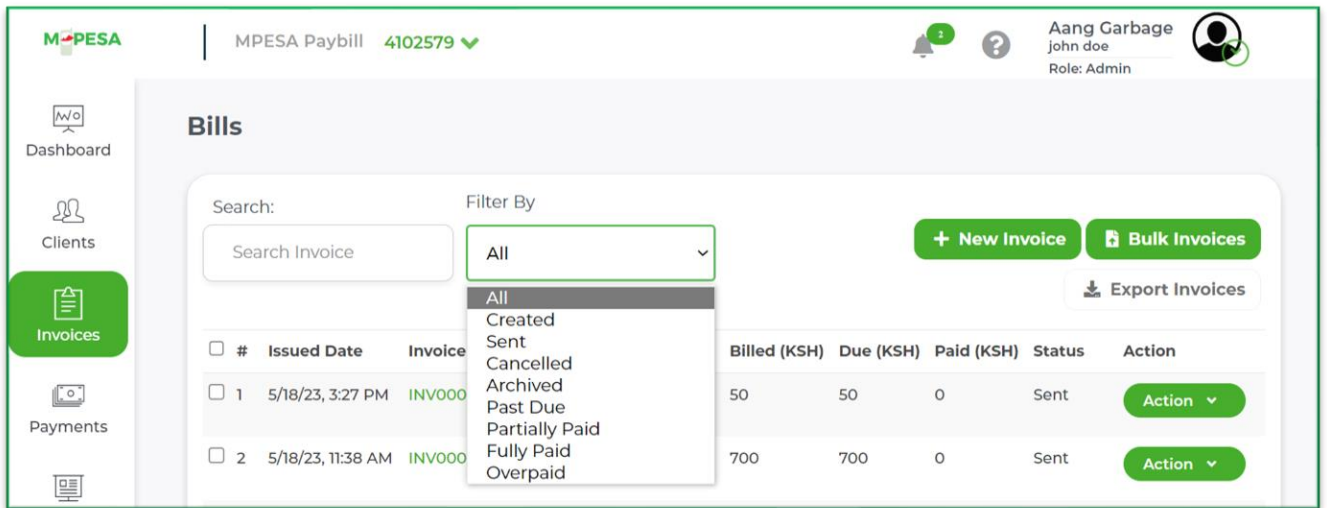
The clients will each receive an SMS Notification informing them of their pending bill.

Notification to clients

“Your bill from Aang Garbage of KSh. 50 due on 31/05/2023. To pay, dial *334# or go to <https://billmanager.m-pesaforbusiness.co.ke/itemized-invoice/ARHQ-1K353V1> to view your itemized invoice and pay.”

7.2 Invoice Status.

Invoices we have the below statuses.



1. **Created Invoice:** This invoice was saved but not sent out.
 - Notifications are not sent to clients for such invoices, should the organization require action from the clients they will have to select the send option so that the invoice can be pushed to the clients.
 - A created invoice can be sent to a customer, updated, deleted, and previewed.

2. **Sent Invoice** means an invoice that has been sent out to the clients and is due within the defined period.
 - A sent invoice can be canceled /recalled where the invoice was sent in error.
 - A sent invoice cannot be edited.
 - A sent invoice can be archived.

3. **Past Due invoice:** This is an invoice sent out to the client or but whose due date has lapsed without payment.
 - A past due invoice can be canceled /recalled where the invoice was sent in error.
 - A past due invoice cannot be edited.
 - A past due invoice can be archived.

4. **Partially paid:** This is an invoice that has not been fully settled.

Note: The system allows for part payment

 - A partially paid invoice cannot be canceled /recalled where the invoice was sent in error.
 - A partially paid invoice cannot be edited.
 - A partially paid invoice can be archived. This will apply in cases where the organization decides to write off an invoice for one reason or the other.

5. **Fully paid:** This is an invoice that has been settled.
 - A fully paid invoice can be viewed.
 - A fully paid invoice can be archived.

6. **Overpaid:** An overpaid invoice is one where the payments received are above the invoiced amount.

- An overpaid invoice requires action i.e., the client/ will need to define how the funds should be distributed e.g., carried forward to another invoice or transferred to another client in cases where clients have multiple clients.
7. **Cancelled:** The organization can cancel an invoice where the invoice was raised in error
- When an invoice has been cancelled, the client/ will not find the cancelled bill when they check under due bills.
8. **Archived:** The organization can archive an invoice, invoices that have been archived cannot be edited.

8.0 PAYMENTS AND RECONCILIATION

8.1 M-PESA Payments

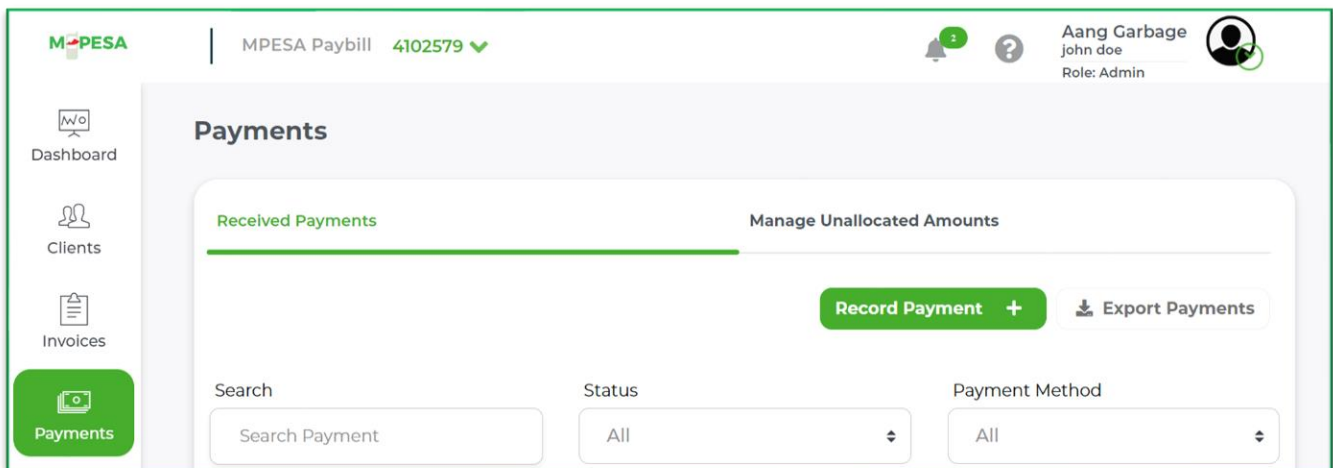
- M-PESA Payments made to the organization paybill will **be reflected immediately**; all other forms of payments i.e., cash, bank deposits and cheque will have to be recorded manually.

8.2 Other Payment Types

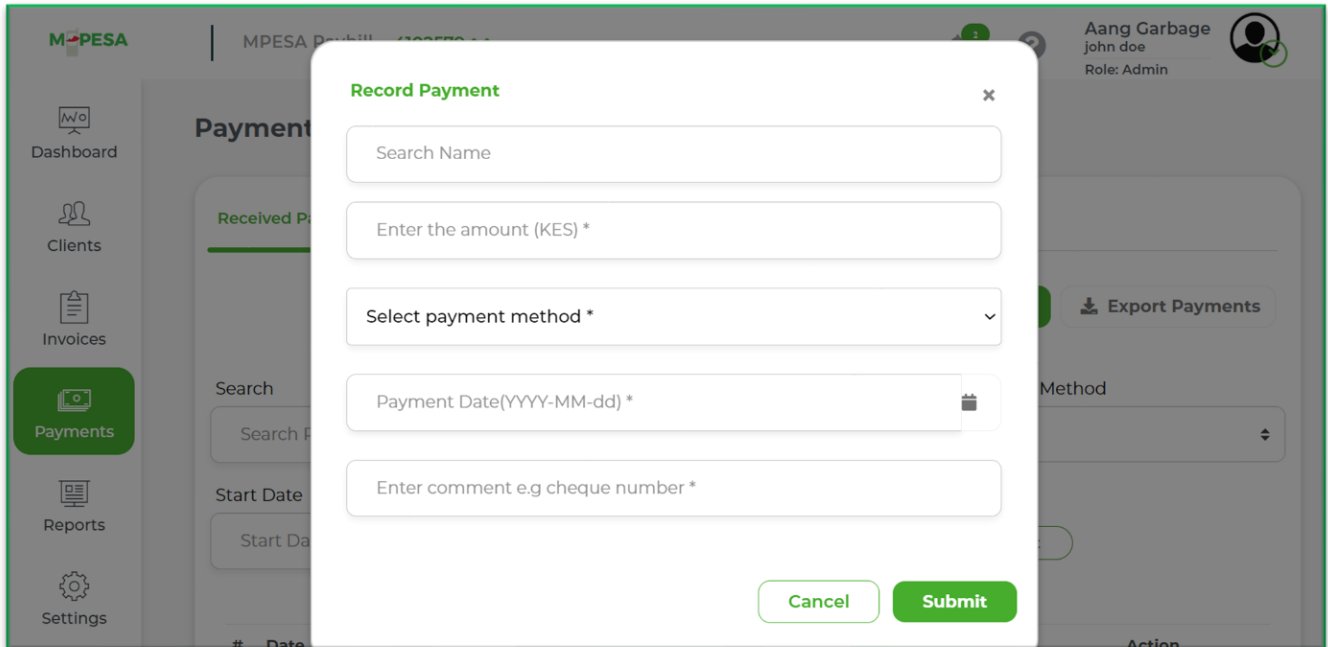
- The bill manager portal accepts all forms of payment i.e., M-PESA, Cash, Bank deposits and Cheque.
- Each of these payments are manually recorded upon presentation of proof of payment.
- A unique reference number is generated for these manually recorded transactions.

8.2.1 Recording manual payments

- a. Click the payments tab.
- b. Select “Record payment”



- c. Search Client i.e., using client’s name or Reference number.
- d. Enter the amount received.
- e. Select the payment method namely cash, bank, or cheque.
- f. Enter the payment date and enter a reference (comment) in line with the payment received or if it’s a banker’s cheque you can record the cheque number.
- g. Click on “Submit”



Note: To avoid double entries, please click on the submit button once and wait for the confirmation that the payment was successful. Avoid clicking multiple times as this will result in multiple entries being recorded.

8.3 Payment Status:

All payments received will be under the received payments tab. The payments will have the following status.

- a) **Fully allocated-** When payments are made to an identified Reference number and are equal to or less than the outstanding invoice (exact invoiced amount or less than invoiced amount), the payments will be allocated to the issued invoice and the status of the payment will change to fully allocated.
- b) **Allocated** – When payments are manually assigned to an identified Reference number and are equal to or less than the outstanding invoice amount (exact invoiced amount or less than invoiced amount) the payments will be allocated to the issued invoice and the status of the payment will change to allocated. This commonly happens where a payment is changed from unallocated to allocated status.
- c) **Partially allocated** – When payments are made to an identified Reference number and are greater than the outstanding invoice (excess payments), part of the payment will be allocated to the issued

invoice and the status of the payment will change to partially allocated. The excess amount can be transferred to another client or remain in the client's account until a new invoice is issued.

d) **Transferred-** The payment status will show as transferred where payments have been moved from one client to another client.

e) **Unallocated payments** – These are payments that are not associated to any invoice.

- This could be a case of an advance payment made.
- A payment made before an invoice was issued or i.e., there is no due or unpaid bill.
- A payment made to a non-existent Reference number or reference.
- A payment made to the wrong client.

The screenshot displays the MPESA Paybill interface. At the top, it shows 'MPESA Paybill 4102579'. A search bar is present with 'Search Payment' and 'Start Date' fields. A 'Status' dropdown menu is open, showing options: 'All', 'Unallocated', 'Fully Allocated', and 'Partially Allocated'. The 'Payment Method' dropdown is set to 'All'. A 'Submit' button is visible. Below the search filters is a table of payment records.

#	Date	Account Reference	Amount (KSH)	Transaction ID	Method	Status	Action
1	5/18/23, 6:04 PM	EK001	2.00	CSH-A9ZTMRW	Transfer	Transferred	Action
2	5/18/23, 6:04 PM	EK001	2.00	CSH-A9ZTMRW	Transfer	Transferred	Action
3	5/18/23, 5:49 PM	12345678	10.00	CSH-A9ZTMRW	Cash	Unallocated	Action
4	5/18/23, 5:44 PM	12345678	1.00	TRF-E4Q5R2G	Transfer	Fully Allocated	Action
5	5/18/23, 5:44 PM	JC	(1.00)	TRF-E4Q5R2G	Transfer	Transferred	Action
6	5/17/23, 1:22 AM	JC	1.00	DEH600LC6W	M-PESA	Unallocated	Action

8.4 Managing Unallocated Payments

There are **three (3)** ways to handle unallocated payments:

- Invoicing**
- Reassign the payment.**
- Transfer the payment.**

8.4.1 Invoicing

This involves raising an invoice that matches the payment received.

- a. **Direct invoicing:** The organization can issue an invoice as per the invoicing process explained in 7.1.
- b. **Invoicing via allocate amount:** Clicking on the payments tab, selecting manage unallocated amounts, scrolling to the payment and selecting the action allocate amount, will also allow the organization to directly invoice the client and subsequent allocation of the payment will happen.

The screenshot shows the MPESA Paybill interface. At the top, it displays 'MPESA Paybill 4102579' and the user 'Aang Garbage john doe' with the role 'Admin'. The main section is titled 'Payments' and contains a 'Received Payments' table. A button labeled 'Manage Unallocated Amounts' is highlighted with a red box. The table has the following data:

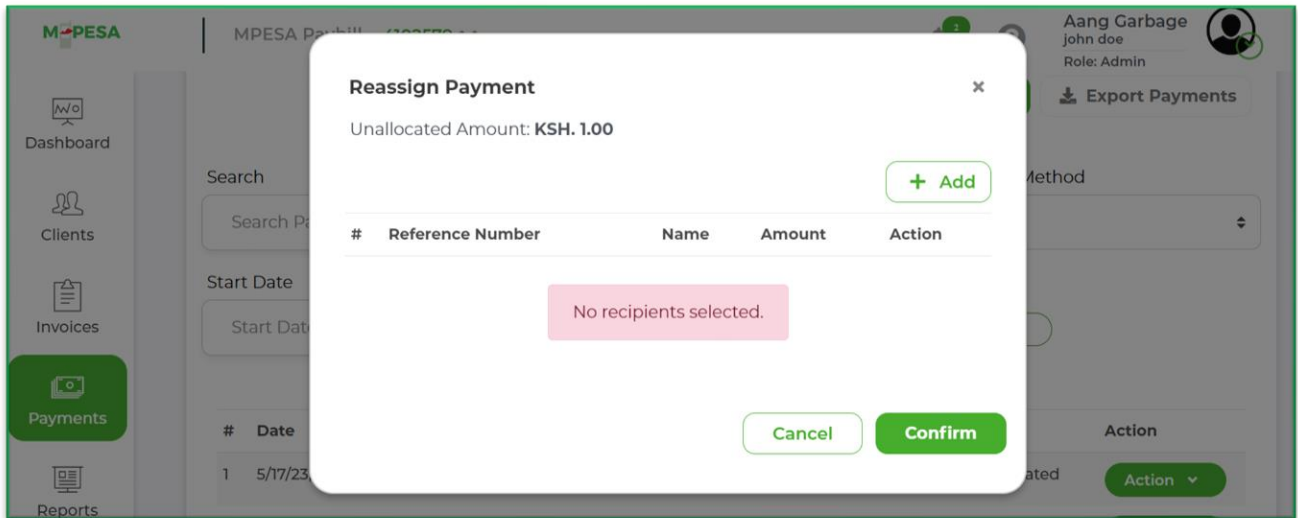
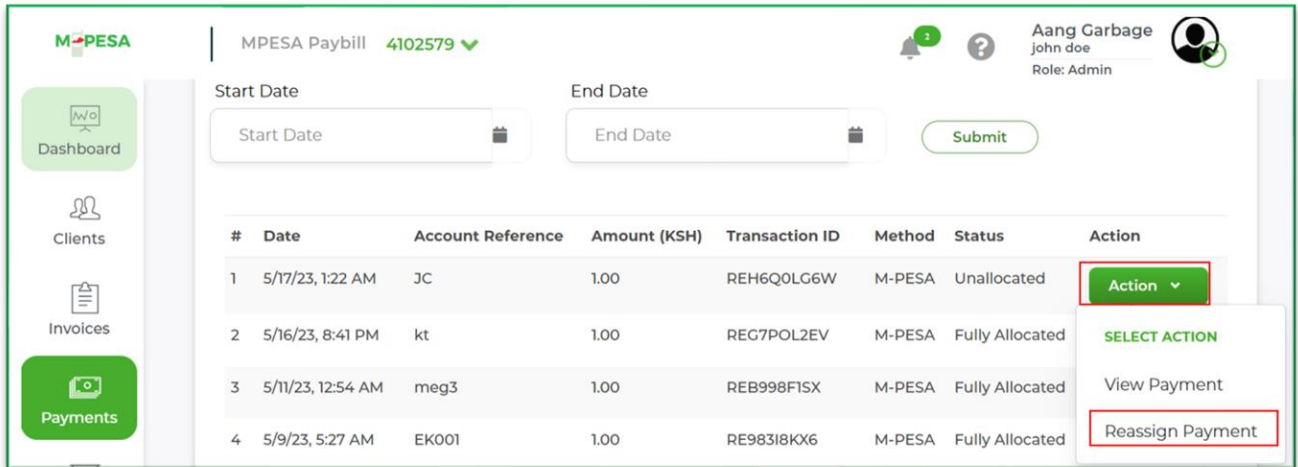
#	Reference Number	Client Name	Unallocated Amount	Action
1	JC	Job Client	KSH. 1.00	Action ▾

Below the table, there is a 'Show 30 records' option and a 'SELECT ACTION' dropdown menu. The dropdown menu is open, showing 'Allocate Amount' and 'Transfer Amount' options, with 'Allocate Amount' highlighted by a red box.

8.4.2 Reassign the payment.

This is for cases where the payment has been made to a wrong account or a non-existent account. This can be done using the below process:

- c. Select the payments tab.
- d. Search for the payment
- e. Select the action menu.
- f. Select reassign payment option.
- g. Search for the Reference number or client name to reassign the payment.
- h. Click Submit and the amount will be assigned to the desired client.



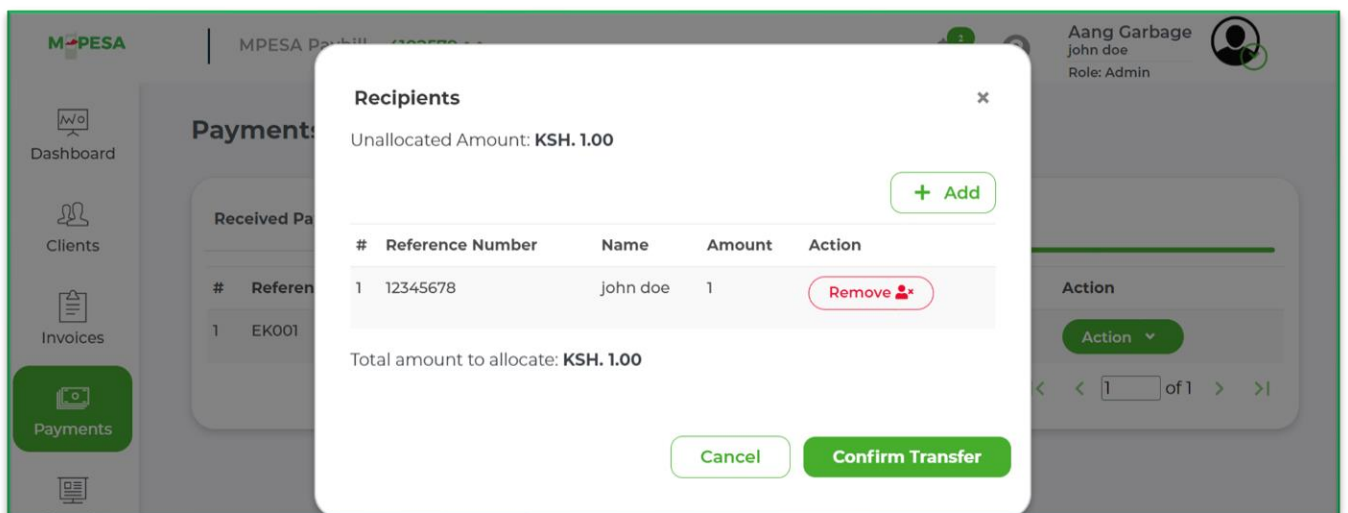
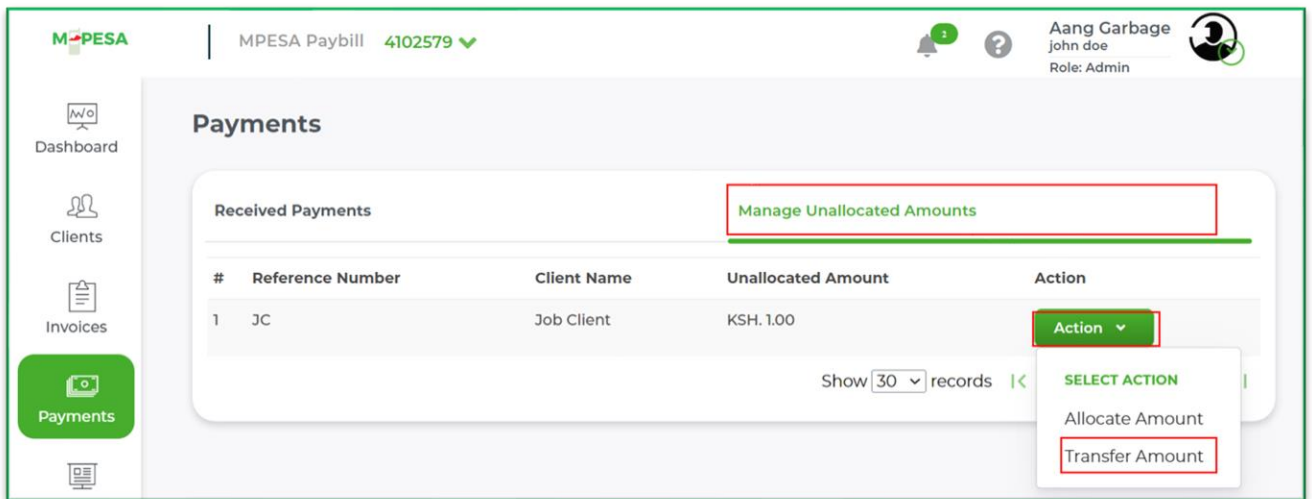
8.4.3 Transfer the payment.

Unallocated amounts can be transferred to other clients. The process can be done using the following steps.

a. Transferring payments directly from the manage unallocated amounts Tab.

- Select the payments tab.
- Click on the manage unallocated amounts tab.
- Scroll to the payment.
- Select action.
- Select transfer amount.
- Select the add option.

- Search for the client.
 - Enter the amount.
 - Click on confirm.
- **You can transfer the amount to multiple clients by selecting the add option and repeating process
- **The amount transferred will be displayed
- Click on confirm transfer.
 - This will transfer the unallocated amount to the defined client.



Successful transfer to a single user

Recipients ✕

Unallocated Amount: **KSH. 81,610.00**

+ Add

#	Admission Number	Name	Amount	Action
1	INT2040	Prizzy Lee	3000	Remove

Total amount to allocate: **KSH. 3,000.00**

Success! Transfer was successful.

Cancel Confirm Transfer

Successful transfer done to multiple users.

Recipients ✕

Unallocated Amount: **KSH. 10.00**

+ Add

#	Reference Number	Name	Amount	Action
1	12345678	john doe	1	Remove
2	GBG005	Kevin Onyango	1	Remove

Total amount to allocate: **KSH. 2.00**

Success! Transfer was successful.

Cancel Confirm Transfer

b. Transferring payments from the Clients Tab

- Go to the client's tab.
- Search for the client with the unallocated payment using either the Reference number or client's name.
- Select the clients and you will be redirected to the client management window.
- Scroll to the total unallocated amount, select the transfer amount action.
- Select add option, search for the recipients to transfer the amount.
- Select confirm after each selection then select confirm transfer to complete the transfer.
- **You can transfer the amount to multiple clients by selecting the add option and repeating process

The screenshot shows the M-PESA Client Management interface. The user is logged in as Aang Garbage (john doe, Role: Admin). The interface has a sidebar with navigation options: Dashboard, Clients, Invoices, Payments, and Reports. The main content area is titled 'Client Management' and is divided into 'Manage Clients' and 'Manage Groups'. Under 'Manage Clients', there are buttons for '+ New Client', '+ Upload Clients', and 'Export Clients'. A search bar is present with the text 'Search Client john'. Below the search bar is a table with the following data:

<input type="checkbox"/>	#	First Name	Last Name	Reference Number	Phone Number	
<input type="checkbox"/>	1	John	doe	12345678	2547 48	Action

The 'Action' dropdown menu is open, showing options: View, Edit, Delete, and Action.

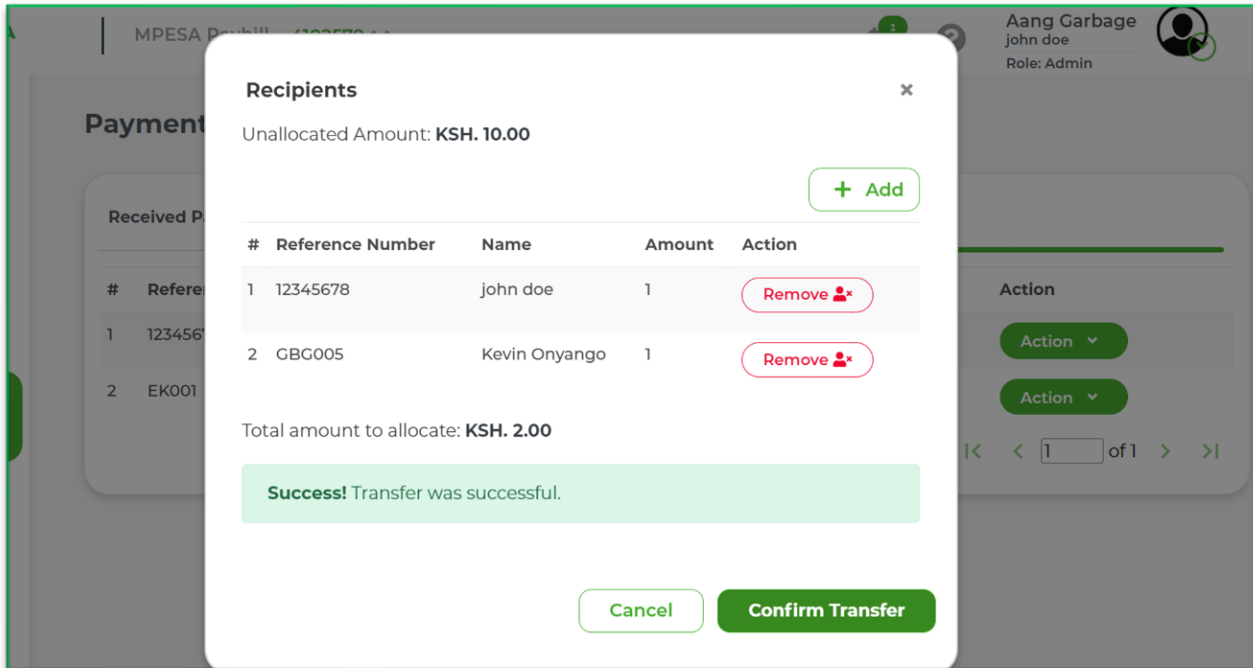
The screenshot shows the M-PESA Client Information interface. The user is logged in as Aang Garbage (john doe, Role: Admin). The interface has a sidebar with navigation options: Dashboard, Clients, Invoices, Payments, and Reports. The main content area is titled 'Client Information' and is divided into 'CLIENT DETAILS' and 'SUMMARY'. Under 'CLIENT DETAILS', there is a table with the following data:

Name	john doe
Reference Number	12345678
Created On	18/05/2023

There is an 'Edit Client' button and a 'Back' button. Under 'SUMMARY', there is a table with the following data:

Total Amount Owed:	KSH. 0.00
Total Amount Paid:	KSH. 11.00
Total Unallocated Amount:	KSH. 10.00

There is a 'SELECT ACTION' dropdown menu with options: Allocate Amount and Transfer Amount. There are also buttons for 'Generate', 'Print', and 'Download'.



Clients will receive a confirmation SMS confirming the transfer of amount from one client to the other client.

i.e., “Your transfer request of KSh 10000 to Christine Adm no 10983 from Tryna Adm no 4078Q has been completed.”

8.5 Managing payments made in error.

Payments made in error to any client can be unassigned from the wrong client and transferred/ allocated to the correct client.

This can be done through the process of unassigning the payment from either the payment tab or the invoice tab.

N.B. Only payments that are assigned to an invoice can be unassigned, where the payment is not associated to an invoice, the payment can be transferred as explained in 9.4.3.

Option1

- Go to the payments tab.
- Scroll to the payment you wish to unassign.
- Select action then view payment.

- Under invoices click unassign
- The payment will be unassigned.
- The invoice will assume the correct status e.g., Past due, partially paid etc.

M-PESA Paybill 4102579

ID	Date	Account Reference	Amount	Transaction ID	Payment Method	Status	Action
10	5/1/23, 1:34 PM	EK001	1.00	RE021PZ4F	M-PESA	Unallocated	Action
11	5/7/23, 1:46 AM	meg2	1.00	RE79WVCLZ3	M-PESA	Fully Allocated	Action
12	5/6/23, 7:49 PM	EK001	1.00	RE68W98XH4	M-PESA	Fully Allocated	Action
13	5/2/23, 3:01 PM	UX123	1.00	RE28JK79CQ	M-PESA	Fully Allocated	Action
14	5/2/23, 2:59 PM	UX234	1.00	RE21JJZIN9	M-PESA	Fully Allocated	Action
15	4/26/23, 5:22 AM	EK001	1.00	RDQ623PMD6	M-PESA	Fully Allocated	Action
16	4/25/23, 8:18 PM	EK001	1.00	RDP81OF114	M-PESA	Fully Allocated	Action

User: Aang Garbage (john doe), Role: Admin

M-PESA

Download

Date: May 2, 2023

Mobile Number: 25471 30

Paid Amount: KSH. 1.00

Account Reference: UX234

Transaction ID: RE21JJZIN9

Payment Method: M-PESA

Status: Fully Allocated

Comments: N/A

Invoices

#	Issued Date	Invoice Number	Billed Amount	Allocated Amount	Actions
1	5/2/23, 2:55 PM	INV000496144	KSH. 1.00	KSH. 1.00	Unassign

The screenshot shows the M-PESA interface with a sidebar on the left containing navigation options: Dashboard, Clients, Invoices, Payments (highlighted), Reports, and Settings. The main content area displays a payment summary for May 2, 2023, with the following details:

- Date: May 2, 2023
- Mobile Number: 25471 10
- Paid Amount: KSH. 1.00
- Account Reference: UX234
- Transaction ID: RE21JJZ1N9
- Payment Method: M-PESA
- Status: Fully Allocated
- Comments: N/A

Below the summary is an 'Invoices' section with a table header:

#	Issued Date	Invoice Number	Billed Amount	Allocated Amount	Actions
There are no invoices linked with this payment.					

Option 2

- Go to the invoices tab.
- Search for the invoice you wish to un assign the payment.
- Select view.
- Under transactions click un allocate.
- The payment will be unassigned.
- The invoice will assume the correct status e.g., Past due, partially paid etc.

The screenshot shows the M-PESA interface with a sidebar on the left containing navigation options: Dashboard, Clients, Invoices (highlighted), Reports, and Settings. The main content area displays a list of invoices under the heading 'MPESA Paybill 4102579'. The user is identified as 'Aang Garbage john doe' with the role 'Admin'. The list of invoices is as follows:

#	Issued Date	Invoice Number	Client	Billed Amount	Allocated Amount	Status	Actions	
<input type="checkbox"/>	12 4/5/23, 9:27 PM	INV000490623	meg two	3	2.0	1.0	Past Due	Action
<input type="checkbox"/>	13 3/17/23, 2:49 AM	INV000478348	meg luke	2	0.0	2.0	Fully Paid	Action
<input type="checkbox"/>	14 3/17/23, 2:49 AM	INV000478347	meg two	1	0.0	1.0	Fully Paid	Action
<input type="checkbox"/>	15 3/17/23, 2:49 AM	INV000478346	meg three	1	0.0	1.0	Fully Paid	Action
<input type="checkbox"/>	16 3/17/23, 2:44 AM	INV000478345	meg luke	3	0.0	3.0	Fully Paid	Action

The 'Action' dropdown menu for the selected invoice (ID 15) is open, showing options: View, Archive, and Action.

M-PESA

- Dashboard
- Clients
- Invoices
- Payments
- Reports

Item #	Description	Amount
1	Bill Manger walkthrough for miniapp	KES. 1
Total		KES. 1

Billing Period	N/A
Note to client	N/A

Transactions

#	Date	Transaction ID	Paid Amount	Allocated Amount	Method	Action
1	5/2/23, 3:01 PM	RE28JK79CQ	KSH. 1.00	KSH. 1.00	M-PESA	Unallocate

Dashboard

- Action ▾
- Action ▾
- Action ▾
- Action ▾
- Action ▾
- Action ▾
- Action ▾
- Action ▾
- Action ▾

9.0 REPORTS

The system has the following reports:

Payment summary reports

Individual client report

Payment Collection Report

9.1 Payment summary report

The payment summary report gives a summary of all invoiced amounts for the specified period (**Total amount invoiced**), the payments that have been allocated to the issued invoice for the period (**Total reconciled payments**) and the difference between the Invoiced amount and the payments that have been allocated to the invoices for the period to give the total outstanding balance.

Sample of a payment summary report for the period 1st January – 31st February 2023

The screenshot shows the MPESA Paybill interface for user 'Aang Garbage' (john doe, Role: Admin). The 'Reports' section is active, displaying the 'Payment Summary Report' for the period from 2023-01-01 to 2023-12-31. The report includes a 'Generate' button and a 'Download' button. The summary data is as follows:

Report Type	Value
Total Amount Invoiced	KSH. 1,277.00
Total Reconciled Payments	KSH. 85.00
Total Outstanding Balance	KSH. 1,192.00

9.2 Individual Client Report

The individual client report gives an account of the payments made for the client during the selected period.

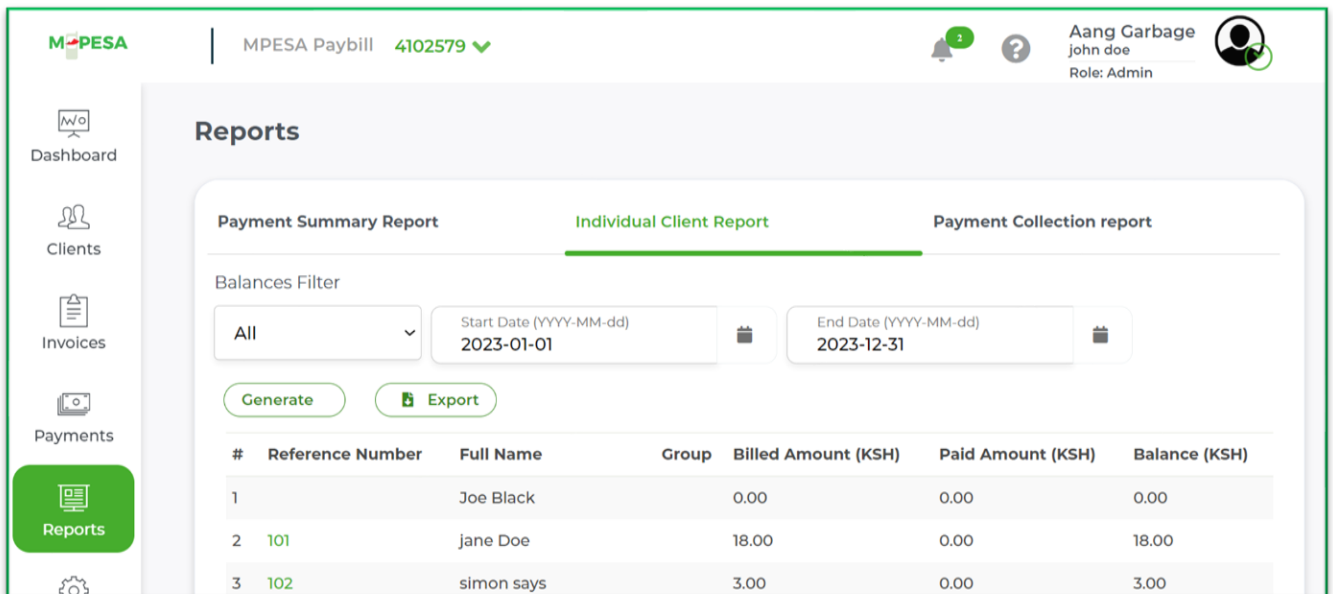
The organization can view a summary of the clients with balances for the period and clients without balances for the period.

- **Billed invoices**- These are the invoices issued for the selected period.
- **Paid amounts** – These are any payments received for the period.
- **Balances** – These are the outstanding amounts in the client’s account based on the defined date the report was pulled. Excess payments will appear as (- Negative)

N: B

- To get additional information on every client, click on the Reference number.
- The information populated on the report will be based on the date selected.

Sample individual report pulled for the period 1st January – 31st December 2023.



The screenshot displays the M-PESA Paybill interface. At the top, it shows 'MPESA Paybill 4102579' and the user 'Aang Garbage john doe' with the role 'Admin'. The main section is titled 'Reports' and has three tabs: 'Payment Summary Report', 'Individual Client Report' (which is selected), and 'Payment Collection report'. Below the tabs is a 'Balances Filter' section with a dropdown menu set to 'All', a 'Start Date (YYYY-MM-dd)' field set to '2023-01-01', and an 'End Date (YYYY-MM-dd)' field set to '2023-12-31'. There are 'Generate' and 'Export' buttons. Below the filter is a table with the following data:

#	Reference Number	Full Name	Group	Billed Amount (KSH)	Paid Amount (KSH)	Balance (KSH)
1		Joe Black		0.00	0.00	0.00
2	101	jane Doe		18.00	0.00	18.00
3	102	simon says		3.00	0.00	3.00

- The report can also be exported to excel.

Sample individual report (clients with balances) for the period 1st January – 31st December 2023.

M-PESA | MPESA Paybill 4102579

Aang Garbage
john doe
Role: Admin

Reports

Payment Summary Report **Individual Client Report** Payment Collection report

Balances Filter

With Balance Start Date (YYYY-MM-dd) 2023-01-01 End Date (YYYY-MM-dd) 2023-12-31

Generate Export

#	Reference Number	Full Name	Group	Billed Amount (KSH)	Paid Amount (KSH)	Balance (KSH)
1	101	jane Doe		18.00	0.00	18.00
2	102	simon says		3.00	0.00	3.00
3	12345678	john doe		50.00	12.00	38.00

Sample individual report (clients without balances) for the period 1st January – 31st December 2023.

M-PESA | MPESA Paybill 4102579

Aang Garbage
john doe
Role: Admin

Reports

Payment Summary Report **Individual Client Report** Payment Collection report

Balances Filter

Without Balance Start Date (YYYY-MM-dd) 2023-01-01 End Date (YYYY-MM-dd) 2023-12-31

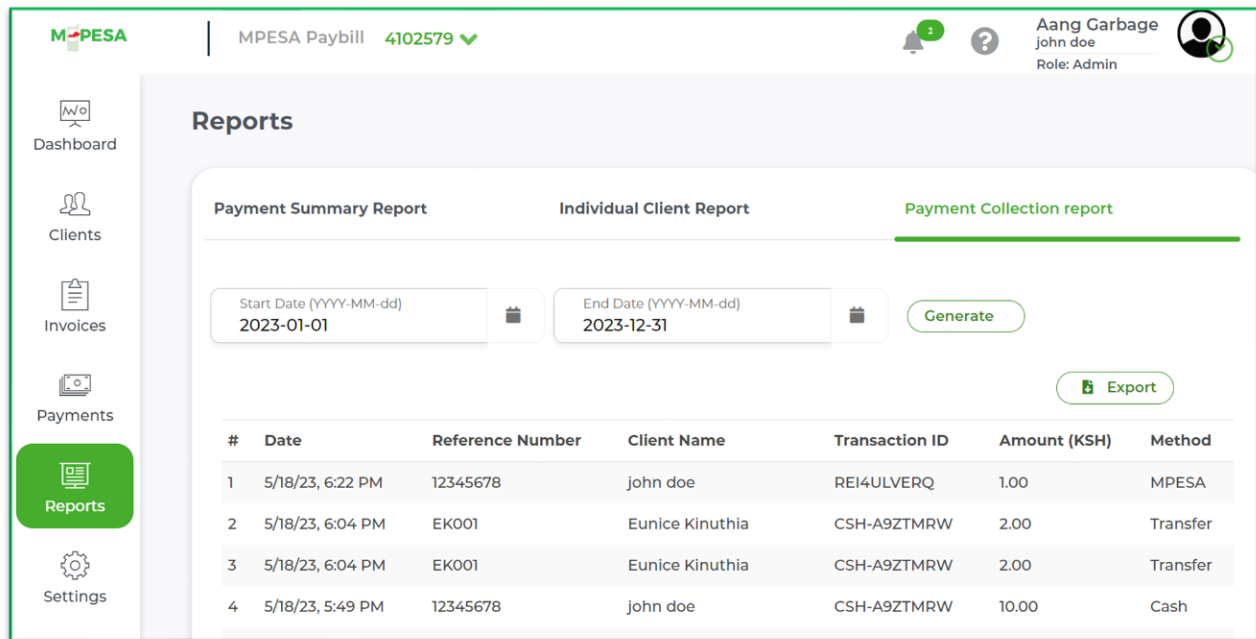
Generate Export

#	Reference Number	Full Name	Group	Billed Amount (KSH)	Paid Amount (KSH)	Balance (KSH)
1		Joe Black		0.00	0.00	0.00
2	200202001	James Doe		0.00	0.00	0.00
3	200202002	Mark Doe		0.00	0.00	0.00
4	200202003	Mary Doe		0.00	0.00	0.00

9.3 Payment Collection Report

The payment collection report gives a summary of the payments that have been received in the organization. This also includes the transfers across clients.

Sample of the payment collect report from 1st January – 31st December 2023.



The screenshot displays the MPESA Paybill interface. At the top, it shows 'MPESA Paybill 4102579' and the user 'Aang Garbage john doe' with the role 'Admin'. The main section is titled 'Reports' and has three tabs: 'Payment Summary Report', 'Individual Client Report', and 'Payment Collection report' (which is selected). Below the tabs, there are input fields for 'Start Date (YYYY-MM-dd)' set to '2023-01-01' and 'End Date (YYYY-MM-dd)' set to '2023-12-31', along with 'Generate' and 'Export' buttons. A table below shows the following data:

#	Date	Reference Number	Client Name	Transaction ID	Amount (KSH)	Method
1	5/18/23, 6:22 PM	12345678	john doe	REI4ULVERQ	1.00	MPESA
2	5/18/23, 6:04 PM	EK001	Eunice Kinuthia	CSH-A9ZTMRW	2.00	Transfer
3	5/18/23, 6:04 PM	EK001	Eunice Kinuthia	CSH-A9ZTMRW	2.00	Transfer
4	5/18/23, 5:49 PM	12345678	john doe	CSH-A9ZTMRW	10.00	Cash

Points to note

- **Payments with wrong account number(unique indentifiers) will be unlocated**
- **Payment made without invoice will be unlocated (once invoicing is done and account number was captured correctly payment reconciles)**
- **Missing payments will be manually updated by support**
- **Reminders are system generated ie six days to due date, one day to due date and past due**
- **Secondary client makes the payment acknowledgement message is sent to both primary secondary client**
- **Primary client makes payment acknowledgement message is only sentto primary client**
- **Delete invoice and payments is irriversible (Reports)**
- **Once omount is recorded cannot be deleted (incase of mistake and amount is recorded twice cannot be deleted)**

10.0 SUPPORT QUERIES

For all support enquiries please send an email to: M-PESABusiness@Safaricom.co.ke or contact us on our pay bill support line via 0722002222 or 2222.

On social media you can get us on; Twitter - @SafaricomPLC or @Safaricom_Care.

Facebook – www.facebook.com/SafaricomPLC



Simple • Transparent • Honest

FOR YOU