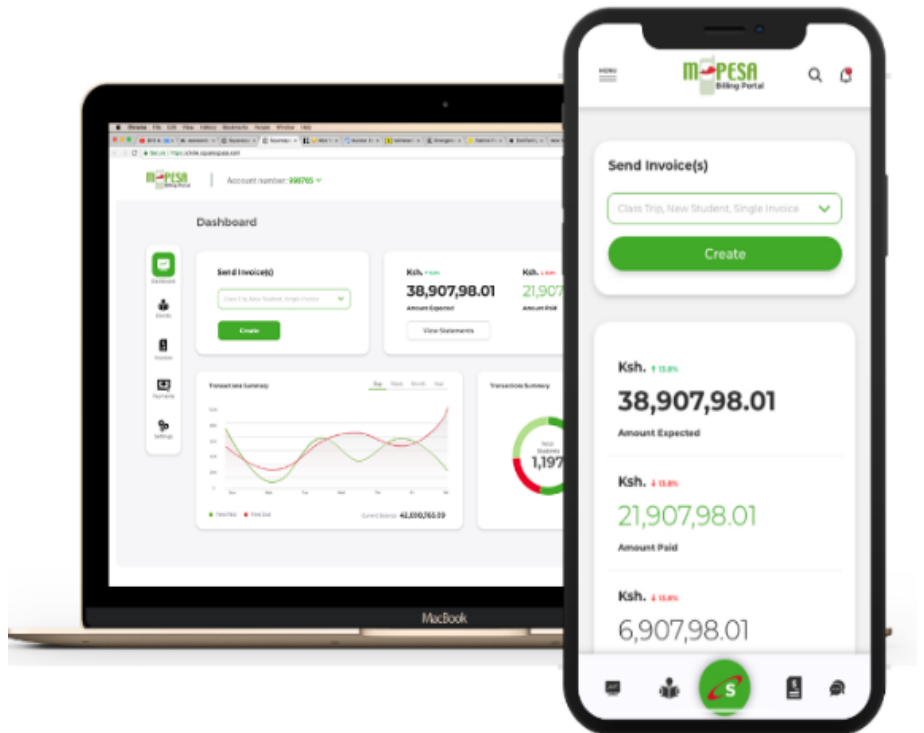


M-PESA BILL MANAGER FOR RENT SOLUTION

User Manual



Invoice, receipt and manage transactions easily

TABLE OF CONTENTS

| | |
|---|----|
| 1.0 INTRODUCTION | 3 |
| 2.0 ACCESSING THE SERVICE | 3 |
| 3.0 SUPPORT QUERIES | 3 |
| 4.0 PORTAL ACCESS GUIDELINES | 4 |
| 4.1 Getting you started: Signing up / First time access. | 4 |
| 4.2 Admin profile creation: | 7 |
| 4.3 Business Account Profile Creation | 8 |
| 4.4 Creation of users and roles | 9 |
| 4.4.1 What are roles? | 9 |
| 4.4.1.1 Roles on M-PESA Bill Manager | 9 |
| 4.4.1.2 Who creates users? | 9 |
| 4.4.2 Inviting system users. | 10 |
| 4.4.3 Login credentials for new users | 10 |
| 4.4.4 How to log in | 10 |
| 4.4.5 Updating the user profile | 12 |
| 4.4.6 Password and OTP Management | 13 |
| 4.4.7 User status | 14 |
| 5.0 NAVIGATING M-PESA BILL MANAGER PORTAL | 15 |
| 5.1 Dashboard view | 15 |
| 5.2 Portal functionalities | 15 |
| 5.3 Tenant | 18 |
| 5.3.1 Tenant management | 18 |
| 5.3.2 Steps in creating a tenant. | 18 |
| 5.3.2.1 Creating property. | 18 |
| 5.3.2.2 Creating new units(s) | 18 |
| 5.3.3.3 Individual Tenant upload | 19 |
| 5.3.3.4 Bulk Units Upload | 19 |
| 5.3.3.5 Edit Tenant | 22 |
| 5.3.3.6 Viewing additional information on tenant. | 22 |
| 5.4 INVOICES | 24 |
| 5.4.1 INVOICE TYPES | 24 |

| | |
|--|----|
| 5.4.1.1 Recurring Invoices /Miscellaneous Invoices | 24 |
| 5.4.1.2 Single invoice | 24 |
| 5.4.2 Invoice Status: | 26 |
| 5.5 PAYMENTS AND RECONCILIATION | 28 |
| 5.5.1 M-PESA Payments..... | 28 |
| 5.5.2 Other Payment Types | 28 |
| 5.5.2.1 Recording manual payments..... | 28 |
| 5.5.3 Payments..... | 29 |
| 5.5.3.1 Received payment: | 29 |
| 5.5.3.2 Manage unallocated amounts: | 32 |
| 5.5.3.3 Managing payments made in error. | 32 |
| 5.6 REPORTS..... | 35 |
| 5.6.1 Payment summary report | 35 |
| 5.6.2 Individual tenant Report..... | 36 |
| 5.6.3 Payment Collection Report | 36 |

1.0 INTRODUCTION

Welcome to M-PESA Bill manager for the rentals. M-PESA Bill Manager is a digital service that gives landlords rental agents and tenants a one-stop end-to-end platform to send, receive, pay and reconcile all payments.

1. **Agents/landlords** – Landlords and Rental Agents can issue rent invoices, send tenants reminders, update M-PESA payments in real-time, and reconcile other forms of payments from a simple and secure portal.
2. **Tenants** – tenants will receive their due bills notifications, can access their detailed bills invoices, and make payments 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/ Finance contact person.
3. Internet Connection

2.0 ACCESSING THE SERVICE

1. **Rentals:** To access the portal, authorized users will go to <https://billmanager.m-pesaforbusiness.co.ke>
*All users will be authenticated via their username, password and One Time Password that is sent to their mobile number.
2. **Tenants:** Tenants can access all their due bills and pay via *413#
*All SMS notifications are received via **MPESABills**

3.0 SUPPORT QUERIES

For any assistance, contact us on;

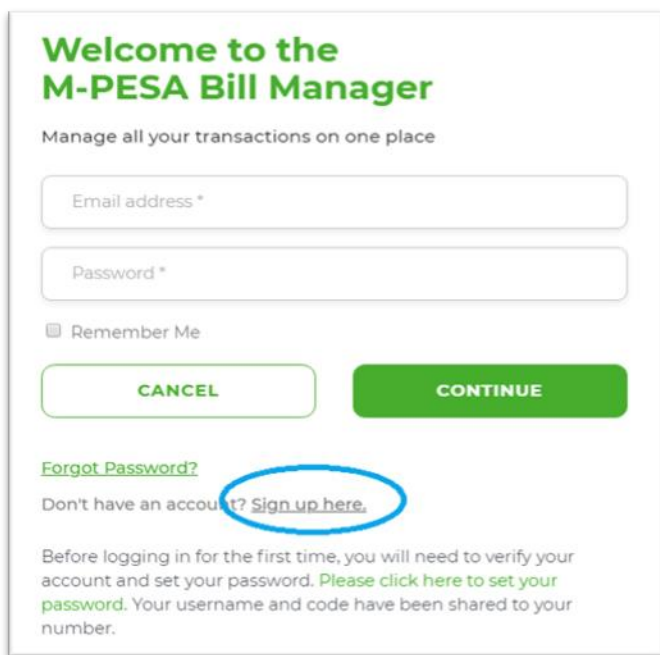
- Email to: M-PESABusiness@Safaricom.co.ke
- Contact us on our pay bill support line via 0722002222 or 2222.
- Twitter - @SafaricomPLC or @Safaricom_Care.
- Facebook – www.facebook.com/SafaricomPLC

4.0 PORTAL ACCESS GUIDELINES

4.1 Getting you started: Signing up / First time access.

From your laptop, computer or smart phone, the organization’s M-PESA Business Administrator/ Finance contact person will follow the below steps:

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



3. You will be presented with a window (see below) that will allow the validation of your credentials.
 - Under **Business Type** select **Rent** from the dropdown menu

- Select the Rent type.
- Select signup method.
- 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)
- Click next.

Let's get you started!

Key in a few details to enable us to create your personalized account.

Rent

Landlord

M-PESA Administrator

M-PESA PayBill Number *

22222

M-PESA Administrator Username *

John Doe

Self Sign Up Sales Team Referral

CANCEL **NEXT**

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

Self Sign Up Sales Team Referral

Search Sales Person Name *

Role *

Region *

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

- 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: . Please enter the OTP to proceed

Enter OTP *

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

- Enter the One-Time 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.'

4.2 Admin profile creation:

- Once your pay bill account is validated you will be redirected to the below page, where the admin 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

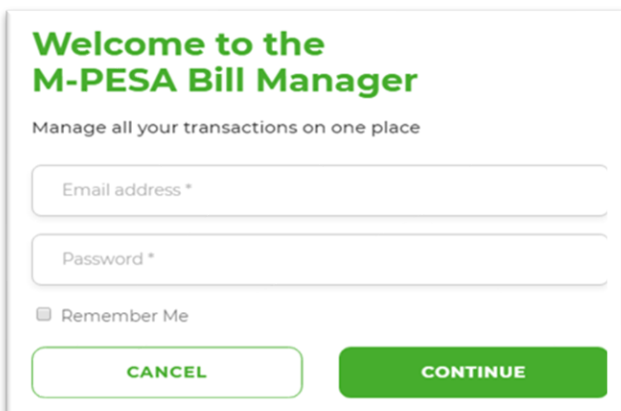
Provide details to create an Admin.

Agree to terms and conditions

- 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.
- Where 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.



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.*

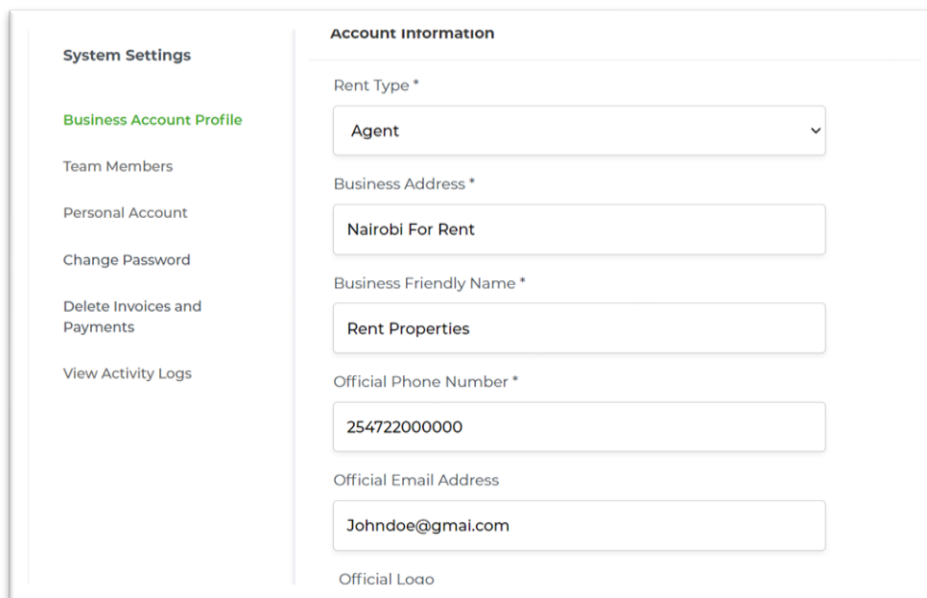
4.3 Business Account Profile Creation

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

- a. **Rent Type**- Landlord or Agent This can be selected from the drop-down menu.
- b. **Business address** – Your Physical location
- c. **Business friendly name** – The name your organization is identified by.
- d. **Official phone number**
- e. **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



| System Settings | Account Information |
|------------------------------|---|
| Business Account Profile | Rent Type * Agent |
| Team Members | Business Address * Nairobi For Rent |
| Personal Account | Business Friendly Name * Rent Properties |
| Change Password | Official Phone Number * 254722000000 |
| Delete Invoices and Payments | Official Email Address Johndoe@gmail.com |
| View Activity Logs | Official Logo |

4.4 Creation of users and roles

4.4.1 What are roles?

When Roles i.e., a set of permissions that allow users 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.

4.4.1.1 Roles on M-PESA Bill Manager

There 4 main types of roles in the system are:

- **Admin:** 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 a read only access.

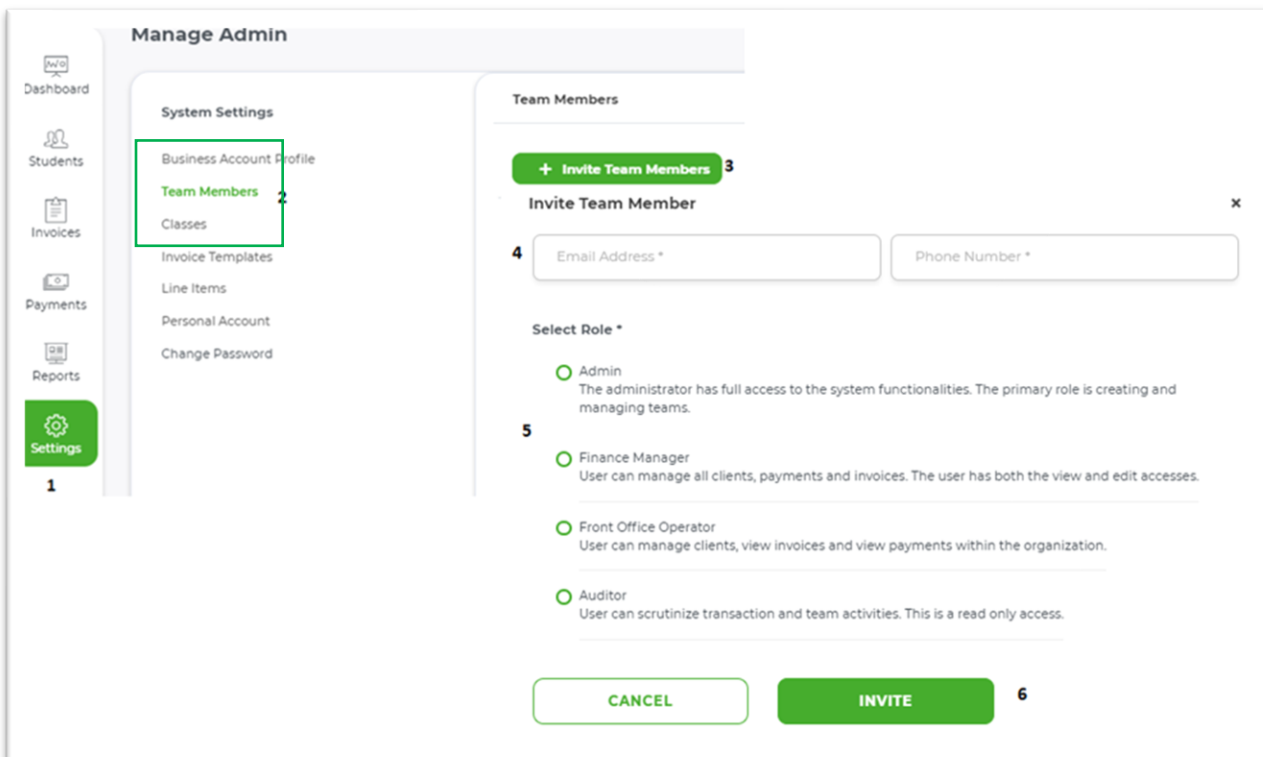
4.4.1.2 Who creates users?

The admin creates all the users and assigns them roles.

4.4.2 Inviting system users.

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

- (1) Select “Settings” and under 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) Select invite.



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

4.4.3 Login credentials for new users

- 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.

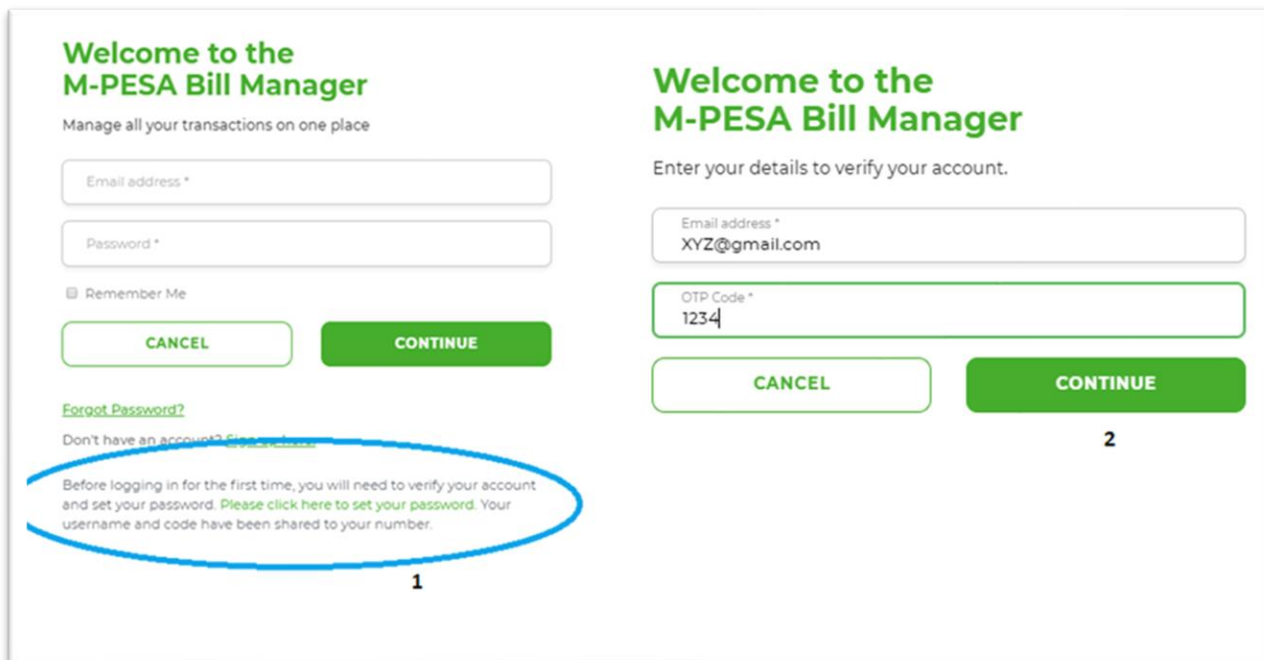
Welcome aboard xyz property. Your username is and your code is XXXX. Login via <https://billmanager.m-pesaforbusiness.co.ke/verify-user> and set your password.

4.4.4 How to log in

- 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.

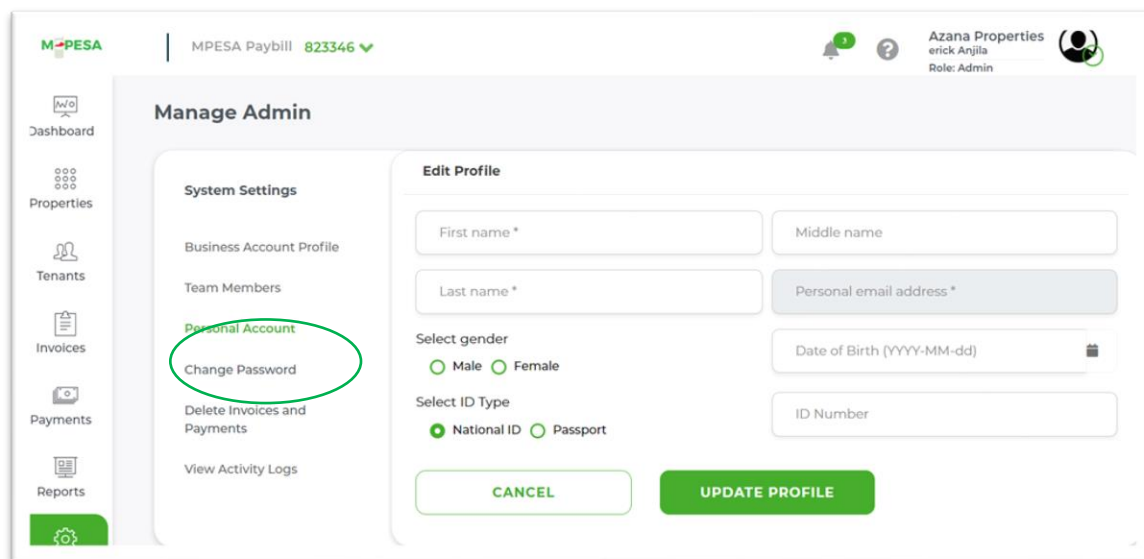
4.4.5 Updating the user profile

- (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.

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

(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.

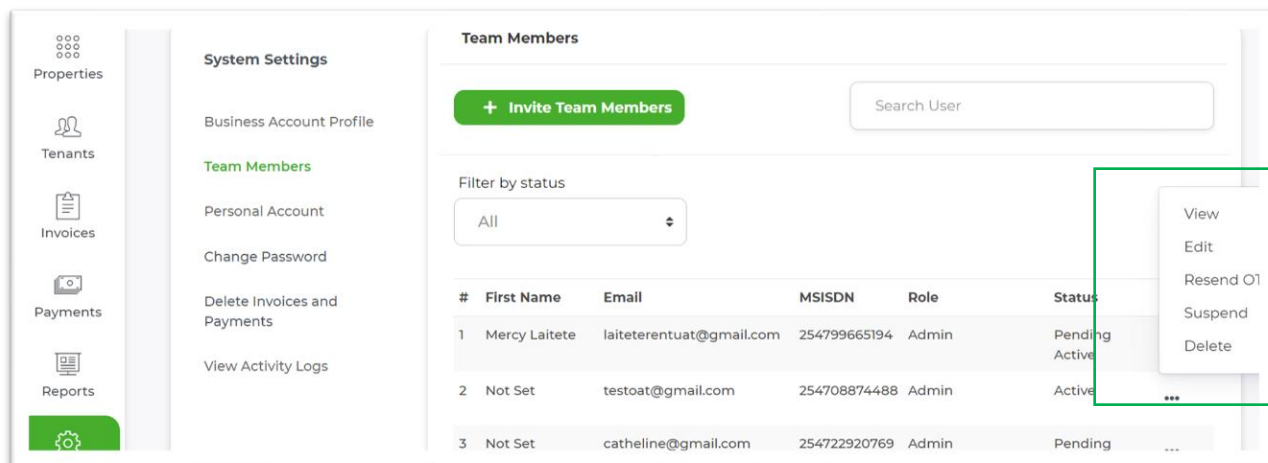


4.4.6 Password and OTP Management

- (1) **Change password:** Users can change their password via
 - Settings – Change password – Enter the old password- enter the new password and confirm new password – select update.
- (2) **Password reset:**
 - a. The functionality to reset the password is found on the home page.
 - b. 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.
- (3) **Resending OTP for new users**

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

- i. The admin 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.



4.4.7 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 admin.

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 admin 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 admin changes the user status to active.

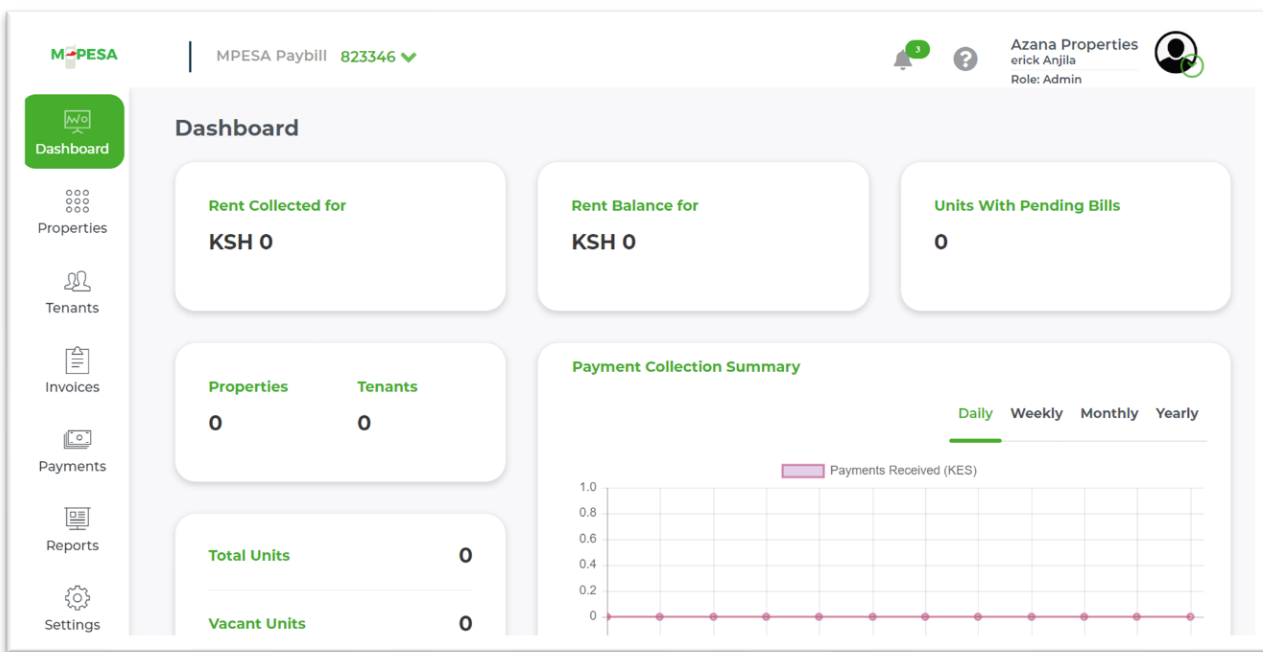
5.0 NAVIGATING M-PESA BILL MANAGER PORTAL

Important information on bill manager portal:

1. The portal allows you to create units and tenants. Tenants receive notifications once created.
2. Tenants cannot exist without a unit number.
3. Tenant names and mobile number are mandatory fields in creation.
4. For purposes of invoicing tenants are placed in:
 - a. **Units** – This will allow you to invoice them based on their vote heads or invoice templates.
 - b. **Property** – This allows you invoice tenants who have common attributes e.g. Security fee, garbage collection fee.
5. Functionalities on the portal are role based.

5.1 Dashboard view

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



5.2 Portal functionalities

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

| Permission | Admin | 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 |
| TENANT MANAGEMENT | Y | Y | Y | Y |
| Create and Edit New Tenant (single) | Y | Y | Y | N |
| Create New Tenant / upload Tenants (bulk) | Y | Y | Y | N |
| Delete Tenant | Y | Y | Y | N |
| Export Tenant | Y | Y | Y | N |
| Create and Edit New Group | Y | Y | Y | N |
| Add Tenant to Group | Y | Y | Y | N |
| Update Tenant | Y | Y | Y | N |
| Search Tenant | 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 Tenant 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 property | Y | Y | 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 Tenant Report | Y | Y | Y | Y |
| View and export Payment Collect Report | Y | Y | Y | Y |

5.3 Tenant

5.3.1 Tenant management

The property's view allows the authorized user to:

- a) Manage property i.e., add new property in single upload or in bulk.
- b) Update property details

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

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

5.3.2 Steps in creating a tenant.

- a) Ensure that you have assigned the tenant an account number.
- b) All the tenant's details should be available i.e. First name, last name, and phone number
- c) Set up the property and units prior (**This task can be performed by the Admin and Finance manager**)

5.3.2.1 Creating property.

The admin or finance manager will

- (i) Go to property -select Add.
- (ii) Key in property name and the other details.

5.3.2.2 Creating new units(s)

Once the Administrator, Finance Manager or Front Office Operator have logged in, they can add tenants:

- (i) **Singly (Individual Tenant Upload):** select a property and select **add units**.

- (ii) **In Bulk (Bulk Units Upload):** Select **view Unit** and select upload units in Bulk; downloading the CSV template; prepare their data then upload the completed CSV file

5.3.3.3 Individual Tenant upload

- To add a new tenant (singly) select Tenant- Select Add New Tenant – Fill the Tenants’ details,

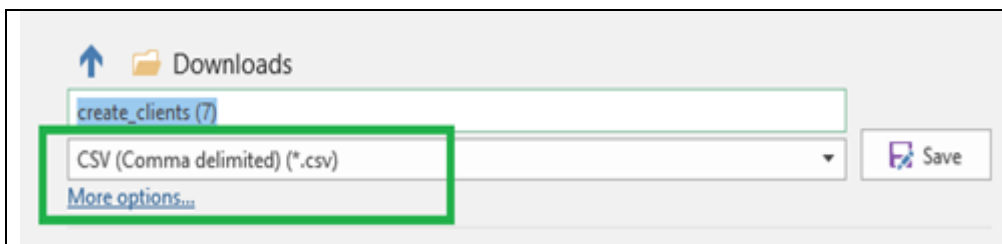
After successful creation, the Tenant will receive an SMS Notification from M-PESABills.

“XYZ now accepts payment via M-PESA. To pay, select M-PESA, LIPA NA M-PESA, Enter Paybill Number XXXXXX Account (Unit unique identifier number) “

5.3.3.4 Bulk Units Upload

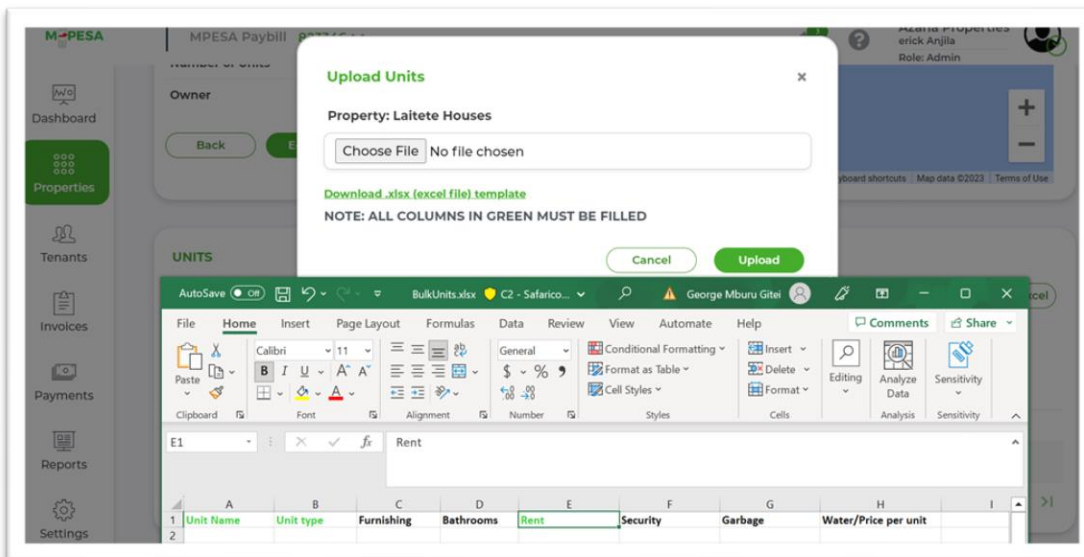
- All files being uploaded must be save in the .CSV format and not .XLS or excel.
- The system will confirm successful and unsuccessful uploads.
- The system will also allow you to reupload files that were unsuccessful.

Steps Uploading units in bulk: Select Property – On property list click on action and click View- Click on upload units - Download the csv template – prepare/enter your unit’s data- save file as csv. Below is the specific file type.

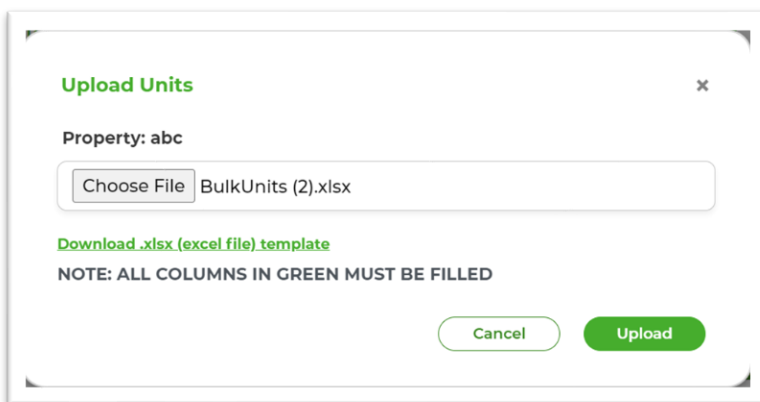


select the Upload units then ‘choose file’ ‘tab- (You will be allowed to browse to where the file is stored)- select upload.

*** Only the fields marked in green are the mandatory fields



- **Successfully uploaded file:** a successful upload will display as below.



This means that the file was uploaded, and no errors were noted.

- **Partially uploaded file-** This is where some units are successfully uploaded while others failed. The below notification will be returned showing you.
 - The number of successful entries e.g., on the example below 6 units have been successfully uploaded.
 - Advising you to download the failed file, you can download it, correct the errors and reupload the file.
 - The created units will be displayed on your page view.
- **Failed uploads** – Bulk uploads may fail in cases where.
 - The wrong file type/format is selected e.g., uploading an excel file instead of a CSV file
 - The file uploaded is blank.

NOTE: Tenants will be created under a property and assigned a unit.

Click tenant Tab > Click on Add tenant / Upload tenant for Bulk option > Fill all mandatory fields.

Bulk Upload > Click on Tenant Tab > Upload Tenants> Select the property with the units> Fill the template and click upload.

Welcome notification customization for rentals:

- Once a tenant has been created, they will receive a notification from MPESABills.

abc now accepts
payment via
M-PESA. To pay
select M-PESA,
LIPA NA M-PESA,
enter Pay Bill
Number:140316
Account:ak47

- Invoice notifications to Tenant have been updated.
- These notifications are now more brief and concise, and distinctly direct customers to pay via M-PESA.
- The notification gives short precise directions on how to pay via M-PESA, pay bill number, etc.

5.3.3.5 Edit Tenant

- Select Tenant Tab - search for the tenant details – select action- edit tenant then click on update to complete the process.

5.3.3.6 Viewing additional information on tenant.

By clicking on an individual tenant, one is able to view additional information. The information includes:

- **Tenant's information** – Name, Unit number, Property, Gender, Date tenant was created.
- **Summary of payments** – Total payments received, Total owed and any overpayment/ unallocated amounts.
- **Statements** – Downloadable statements.
- **All invoices issued.**
- **All payment.**

Individual Tenant view

- Dashboard
- Properties
- Tenants
- Invoices
- Payments
- Reports

Tenant Management

TENANT DETAILS

| | |
|----------------------|--------------|
| Name | mercy rent |
| ID Number | |
| Phone Number | 254708629828 |
| Email Address | |
| Next of Kin | |
| Next of Kin Phone | |
| Next of Kin Relation | |

Back
Edit Details

OCCUPIED UNITS Manage Leases

| # | Unit | Property | Lease Number | Lease Status |
|---|------------|----------------|--------------|--------------|
| 1 | Laitete001 | Laitete Houses | LSN21931 | Active |

- Tenants
- Invoices
- Payments
- Reports

Tenant Invoices
Transactions

+ New Invoice

Search Invoice... Filter By

| # | Issued Date | Invoice Number | Recipient | Property | Unit | Billed (KSH) | Due (KSH) | Paid (KSH) | Status | Action |
|---|--------------------------|----------------|------------|----------------|------------|--------------|-----------|------------|--------|---|
| 1 | May 16, 2023, 3:28:06 PM | INV000501801 | mercy rent | Laitete Houses | Laitete001 | 5 | 5 | 0 | Sent | Action |

Show 30 records | < < 1 of 1 > >|

Statement view

| # | Date | Account Reference | Amount (KSH) | Transaction ID | Method | Status | Action |
|---|-------------------|-------------------|--------------|----------------|--------|-----------------|----------|
| 1 | 5/21/23, 4:17 AM | EN007 | 1.00 | REL62AYVKY | M-PESA | Fully Allocated | Action ▾ |
| 2 | 5/21/23, 12:25 AM | EN007 | 1.00 | REL028PSXE | M-PESA | Fully Allocated | Action ▾ |
| 3 | 5/20/23, 8:14 PM | Aang4 | 1.00 | REK61QUPOU | M-PESA | Fully Allocated | Action ▾ |
| 4 | 5/20/23, 8:00 PM | Aang4 | 1.00 | REK41QCUR8 | M-PESA | Fully Allocated | Action ▾ |
| 5 | 5/20/23, 7:58 PM | Aang4 | 1.00 | REK41O3Q4Q | M-PESA | Fully Allocated | Action ▾ |
| 6 | 5/20/23, 7:36 PM | EN001 | 1.00 | REK31KTS0F | M-PESA | Fully Allocated | Action ▾ |
| 7 | 5/17/23, 1:20 AM | EN001 | 1.00 | REH5QOLAKD | M-PESA | Fully Allocated | Action ▾ |
| 8 | 5/16/23, 8:41 PM | EN001 | 1.00 | REG2POOC7U | M-PESA | Fully Allocated | Action ▾ |
| 9 | 5/11/23, 12:57 AM | TH02 | 1.00 | REB798FT9H | M-PESA | Fully Allocated | Action ▾ |

5.4 INVOICES

Invoices are any billable items to be sent out to the tenants informing them of a pending bill and the respective due date.

5.4.1 INVOICE TYPES

5.4.1.1 Recurring Invoices /Miscellaneous Invoices

Landlord or rent agent can create ad hoc invoices for billable items that are not factored in rent structure. These billable items could include damages, replacement of lost items.

They can create two types of invoices:

- (i) **Single Invoice** – This is when billing a tenant for a unique item for example replacement of damaged item.
- (ii) **Bulk Invoice** – These invoices are used when targeted tenants.

5.4.1.2 Single invoice

To create an invoice the admin or finance manager will:

1. Invoice tab
2. Click “New Invoice”
3. Choose Invoice Type as single invoice.
4. Search for the tenant using the search parameters such as name, or house number.
5. Enter the Due Date
6. Input the Item Description – this can be selected from the drop down of predefined line items or if it is a new item, type it out.

7. 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”
- Should you need to send this invoice out, the admin or finance manager will need to change the status to “send”
- The tenant will receive an SMS Notification informing them of their pending bill.
- Where the tenant has a previous bill, checking the due bill will combine the two invoices and give a summation of the **Total due amount**.

| # | Issued Date | Invoice Number | Recipient | Billed (KSH) | Due (KSH) | Paid (KSH) | Status | Action |
|---|--------------------------|----------------|--------------|--------------|-----------|------------|------------|-------------------|
| 1 | May 24, 2023, 9:39:57 AM | INV0004896723 | njoki tenant | 61 | 61 | 0 | Created | Action |
| 2 | May 24, 2023, 9:39:57 AM | INV0004889980 | njoki tenant | 82.0 | 123 | 82.0 | Fully Paid | View |
| 3 | May 2, 2023, 3:22:12 PM | INV0004889978 | njoki tenant | 21 | 0.0 | 21.0 | Fully Paid | Update |
| 4 | May 2, 2023, 3:02:55 PM | INV0004889977 | njoki tenant | 6 | 6 | 0 | Cancelled | Send |
| 5 | Mar 31, 2023, 1:19:41 PM | INV0004889970 | peter Wanjau | 7 | 7 | 0 | Past Due | Archive Delete |

5.4.1.3 BULK INVOICING

Agents and landlords can now send invoices to their customer in bulk, thus saving time E.g.to a whole property.

| # | Issued Date | Invoice Number | Recipient | Billed (KSH) | Due (KSH) | Paid (KSH) | Status | Action |
|---|--------------------------|----------------|--------------|--------------|-----------|------------|--------|--------|
| 1 | May 24, 2023, 9:39:57 AM | INV0004896723 | njoki tenant | 61 | 61 | 0 | Sent | Action |

- **Property- pre-filled excel template with all tenants in a property.**

Bulk Invoicing

Selected Property: abc

Generate and download .xlsx (excel file) template

NOTE: ALL COLUMNS IN GREEN MUST BE FILLED

Choose File No file chosen

| Unit Name | First Name | Last Name | Phone Number | Rent | Balance Brought For | Security |
|-----------|------------|-----------|--------------|------|---------------------|----------|
| abc1 | njoki | tenant | | | 250 | |
| abc2 | abc2 | abc2 | | | 0 | |

For all invoices:

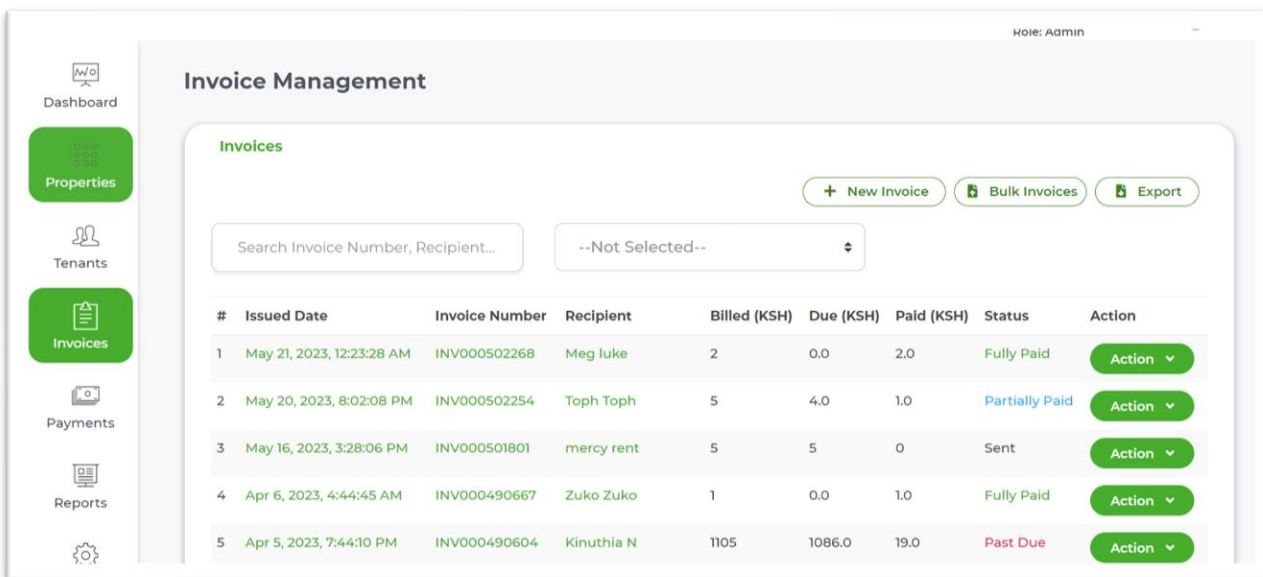
The tenants will each receive an SMS Notification informing them of their unit pending bill.

Notification to tenants

“Units’ bill for ... property of Ksh 1600 is due on 20/05/2023. Dial *413# to view and pay or pay via Pay bill 982996 Account 10983”

5.4.2 Invoice Status:

Invoices we have the below statuses.



1. **Created Invoice:** This invoice was saved but not sent out.
 - Notifications are not sent to tenants for such invoices.
 - 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 tenant 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 tenant 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 landlord 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 over paid invoice requires action i.e., the tenant will need to define how the funds should be distributed e.g., carried forward to another invoice.
7. **Cancelled:** The invoice can be canceled where the invoice was raised in error
 - When an invoice has been cancelled, the tenant will not find the cancelled bill when they check under due bills.
8. **Archived:** The invoices that have been archived cannot be edited.

5.5 PAYMENTS AND RECONCILIATION

5.5.1 M-PESA Payments

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

5.5.2 Other Payment Types

- The 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.

5.5.2.1 Recording manual payments

- a. Click the payments tab.
- b. Select “Record payment”
- c. Search Tenant i.e., using tenant’s name or account 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.

5.5.3 Payments

5.5.3.1 Received payment:

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

| # | Date | Account Reference | Amount (KSH) | Transaction ID | Method | Status | Action |
|---|------------------|-------------------|--------------|----------------|--------|-----------------|--------|
| 1 | 5/21/23, 4:17 AM | EN007 | 1.00 | REL62AYVKY | M-PESA | Fully Allocated | Action |
| 2 | 5/21/23, 3:05 AM | EN007 | 1.00 | REL62AYVKY | M-PESA | Fully Allocated | Action |

- a) **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 account number or reference.

- A payment made to the wrong tenant.

There are **three (3)** ways to handle such kind of payments:

- (i) **Invoicing** – raising an invoice that matches the payment received.
 - a. **Direct invoicing:** The agent/landlord can issue an invoice as per the invoicing process explained in 5.4.
 - 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 agent to directly invoice the tenant and subsequent allocation of the payment will happen.
- (ii) **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:
 - a. Select the payments tab.
 - b. Search for the payment
 - c. Select the action menu.
 - d. Select reassign payment option.
 - e. Search for the account number or tenant name to reassign the payment.
 - f. Click Submit and the amount will be assigned to the desired tenant.

| ID | Date/Time | Tenant | Amount | Reference | Method | Status | Action |
|----|------------------|--------|--------|------------|--------|-----------------|--------|
| 3 | 5/20/23, 8:14 PM | Aang4 | 1.00 | REK6TQUPOU | M-PESA | Fully Allocated | Action |
| 4 | 5/20/23, 8:00 PM | Aang4 | 1.00 | REK41QCUR8 | M-PESA | Fully Allocated | Action |
| 5 | 5/20/23, 7:58 PM | Aang4 | 1.00 | REK41O3Q4Q | M-PESA | Fully Allocated | Action |
| 6 | 5/20/23, 7:36 PM | EN001 | 1.00 | REK31KTS0F | M-PESA | Fully Allocated | Action |
| 7 | 5/17/23, 1:20 AM | EN001 | 1.00 | REH5Q0LAKD | M-PESA | Fully Allocated | Action |
| 8 | 5/16/23, 8:41 PM | EN001 | 1.00 | REG2POOC7U | M-PESA | Fully Allocated | Action |

- iii. **Transfer the payment:** Unallocated amounts can be transferred to another tenant. 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 tenant

- Enter the amount.
- Click on confirm.
 - **You can transfer the amount to multiple tenants 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 tenant.

The screenshot shows a 'Payment Management' interface with a sidebar on the left containing navigation options: Dashboard, Properties, Tenants, Invoices, Payments, Reports, and Settings. The main content area is titled 'Payment Management' and has two tabs: 'All Payments' and 'Unallocated Payments'. The 'Unallocated Payments' tab is active, displaying a table with the following data:

| # | Unit Name | Tenant Name | Unallocated Amount | Action |
|---|-----------|----------------|--------------------|----------|
| 1 | p1 | peter Wanjau | KSH. 4,100.00 | Allocate |
| 2 | pm2 | peter muter | KSH. 12,000.00 | Allocate |
| 3 | Aang2 | Zuko Zuko | KSH. 996.00 | Allocate |
| 4 | kujaribu | najaribu tena | KSH. 6.00 | Allocate |
| 5 | BLUE ONE | KN DASDA | KSH. 7,400.00 | Allocate |
| 6 | D11 | JJ PAPA | KSH. 14,780.00 | Allocate |
| 7 | testing1 | Automation one | KSH. 7.00 | Allocate |

b. Transferring payments from the tenant Tab

- Go to the tenant's tab.
- Search for the tenant with the unallocated payment using either the account number or tenant's name.
- Select the tenant and you will be redirected to the tenant 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 tenants by selecting the add option and repeating process

Tenants will receive a confirmation SMS confirming the transferred amount from one tenant to the other tenant.

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

- b) **Fully allocated-** When payments are made to an identified account 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.
- c) **Allocated** – When payments are manually assigned to an identified account 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.
- d) **Partially allocated** – When payments are made to an identified account 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 tenant or remain on the tenant account until a new invoice is issued.
- e) **Transferred-** The payment status will show as transferred where payments have been moved from one tenant to another tenant.

5.5.3.2 Manage unallocated amounts:

The manage allocation tab allows one to:

- Transfer payments via Transfer amount as explained in 5.5.3.1
- Invoicing via allocate amount as explained in 5.5.3.1 to enable allocation of the excess payments.

5.5.3.3 Managing payments made in error.

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

This can be done through the process of un assigning 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 5.5.3.1

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.

| # | Issued Date | Invoice Number | Billed Amount | Allocated Amount | Payment Method | Status | Action |
|----|-------------------|----------------|---------------|------------------|----------------|-----------------|-------------------------------|
| 9 | 5/11/23, 12:57 AM | TH02 | 1.00 | REB798FT9H | M-PESA | Fully Allocated | Action ▾ |
| 10 | 5/9/23, 5:29 AM | Aang4 | 1.00 | RE953I9IN9 | M-PESA | Fully Allocated | Action ▾ |
| 11 | 5/9/23, 5:26 AM | EN001 | 1.00 | RE943I8P5U | M-PESA | Fully Allocated | Action ▾ |
| 12 | 5/8/23, 7:29 PM | EN001 | 1.00 | RE822T4GLO | M-PESA | Fully Allocated | Action ▾ |
| 13 | 5/7/23, 1:45 AM | EN001 | 1.00 | RE72WVCA70 | M-PESA | Fully Allocated | SELECT ACTION View Payment |
| 14 | 5/6/23, 7:41 PM | EN001 | 1.00 | RE66W7ZG2E | M-PESA | Fully Allocated | Action ▾ |
| 15 | 4/26/23, 8:09 PM | EN001 | 1.00 | RDQ54AZUBZ | M-PESA | Fully Allocated | Action ▾ |
| 16 | 4/26/23, 5:17 AM | EN001 | 1.00 | RDQ123OJWL | M-PESA | Fully Allocated | Action ▾ |
| 17 | 4/25/23, 8:17 PM | EN001 | 1.00 | RDP81O8G6S | M-PESA | Fully Allocated | Action ▾ |

| # | Issued Date | Invoice Number | Billed Amount | Allocated Amount | Actions |
|---|-------------------|----------------|---------------|------------------|----------|
| 1 | 12/19/19, 4:03 PM | INV00010597 | KSH. 1,000.00 | KSH. 700.00 | Unassign |

3

Close

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.

| 4 | Apr 6, 2023, 4:44:45 AM | INV000490667 | Zuko Zuko | 1 | 0.0 | 1.0 | Fully Paid | Action | |
|----|---------------------------|--------------|------------|------|--------|--------|------------|--------|---------|
| 5 | Apr 5, 2023, 7:44:10 PM | INV000490604 | Kinuthia N | 1105 | 1086.0 | 19.0 | Past Due | Action | |
| 6 | Apr 5, 2023, 7:44:10 PM | INV000478338 | Kinuthia N | 5.0 | 10 | 5.0 | Fully Paid | Action | View |
| 7 | Apr 5, 2023, 7:42:43 PM | INV000490602 | Meg Luke | 6 | 6 | 0 | Cancelled | Action | Archive |
| 8 | Mar 31, 2023, 12:50:21 PM | INV000487605 | Job Owino | 20 | 20 | 0 | Past Due | Action | Cancel |
| 9 | Mar 31, 2023, 12:23:18 PM | INV000487589 | Job Owino | 22 | 22 | 0 | Cancelled | Action | |
| 10 | Mar 17, 2023, 2:32:13 AM | INV000478344 | Zuko Zuko | 1000 | 0.0 | 1000.0 | Fully Paid | Action | |
| 11 | Mar 17, 2023, 2:29:35 AM | INV000478343 | jon jon | 3 | 3 | 0 | Sent | Action | |
| 12 | Mar 17, 2023, 2:29:34 AM | INV000478342 | Meg luke | 2 | 0.0 | 2.0 | Fully Paid | Action | |

Transactions

| # | Date | Transaction ID | Paid Amount | Allocated Amount | Method | Action |
|---|------------------|----------------|---------------|------------------|--------|------------|
| 1 | 2/26/20, 9:11 AM | CSH-WI43LCL | KSH. 4,000.00 | KSH. 100.00 | Cash | Unallocate |

3

Close

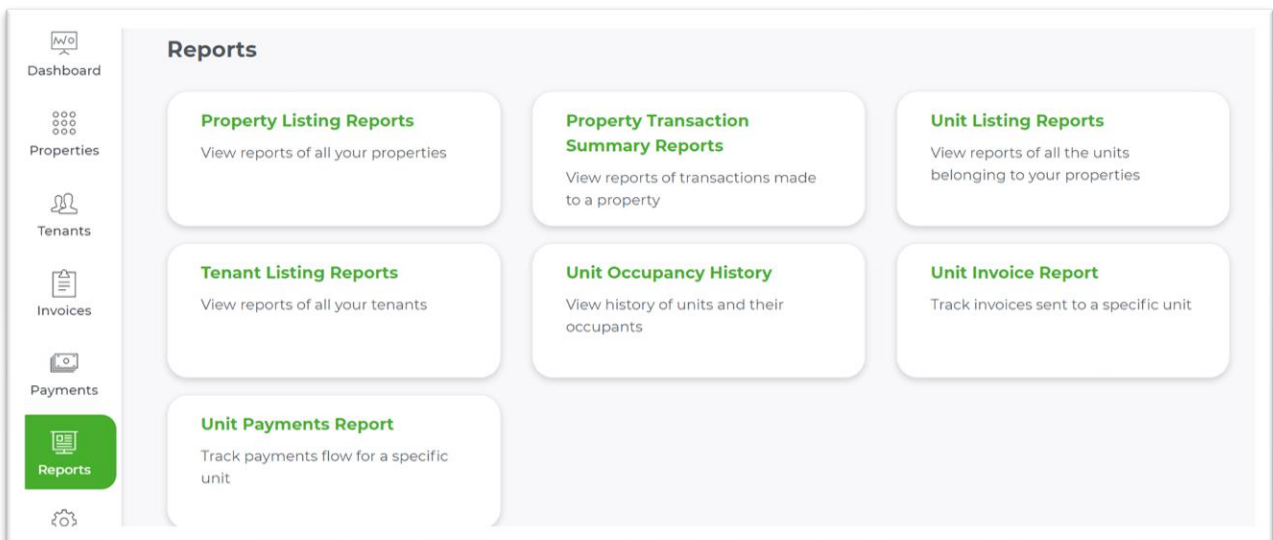
5.6 REPORTS

The system has the following reports:

5.6.1 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 reports available.



comparison with excel export of the invoices for the period.

| Issued Date | Reference | Billed Amount | Due Amount | Paid Amount |
|-------------|--------------|---------------|--------------|--------------|
| 2/26/2020 | INV00025966 | 100 | 100 | 0 |
| 2/21/2020 | INV00025847 | 350 | 350 | 0 |
| 2/21/2020 | INV00025840 | 2557 | 2557 | 0 |
| 2/21/2020 | INV00025833 | 2557 | 1056 | 1501 |
| 2/21/2020 | INV00025826 | 2557 | 0 | 2557 |
| 2/21/2020 | INV00025819 | 2557 | 2557 | 0 |
| 2/18/2020 | INV00025637 | 2700 | 2700 | 0 |
| 2/18/2020 | INV00025630 | 2700 | 2700 | 0 |
| 2/12/2020 | INV00025427 | 400 | 0 | 400 |
| 2/12/2020 | INV00025420 | 1000 | 0 | 1000 |
| 2/12/2020 | INV00025413 | 2000 | 1500 | 500 |
| 2/12/2020 | INV00025406 | 2000 | 2000 | 0 |
| 2/12/2020 | INV00025399 | 10000 | 0 | 10000 |
| 2/12/2020 | INV00025392 | 10000 | 10000 | 0 |
| 2/12/2020 | INV00025385 | 2100 | 0 | 2100 |
| 2/7/2020 | INV00025182 | 956 | 356 | 600 |
| 2/4/2020 | INV00024909 | 500 | 496 | 4 |
| 2/4/2020 | INV00024902 | 1000 | 0 | 1000 |
| 2/4/2020 | INV00024895 | 100 | 0 | 100 |
| 2/3/2020 | INV00024629 | 1000 | 990 | 10 |
| | Total | 47134 | 27362 | 19772 |

Total invoiced amount
Total outstanding balance
Total reconciled payments

5.6.2 Individual tenant Report

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

The agent/landlords can view a summary of the tenants with balances for the period and tenants 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 on the tenants account based on the defined date the report was pulled. Excess payments will appear as (- Negative)

Note

- To get additional information on every tenant, click on the account number.
- The information populated on the report will be based on the date selected.
- The report can also be exported to excel.

5.6.3 Payment Collection Report

The payment collection report gives a summary of the payments that have been received in the organization.

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**
- **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)**



Simple • Transparent • Honest

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