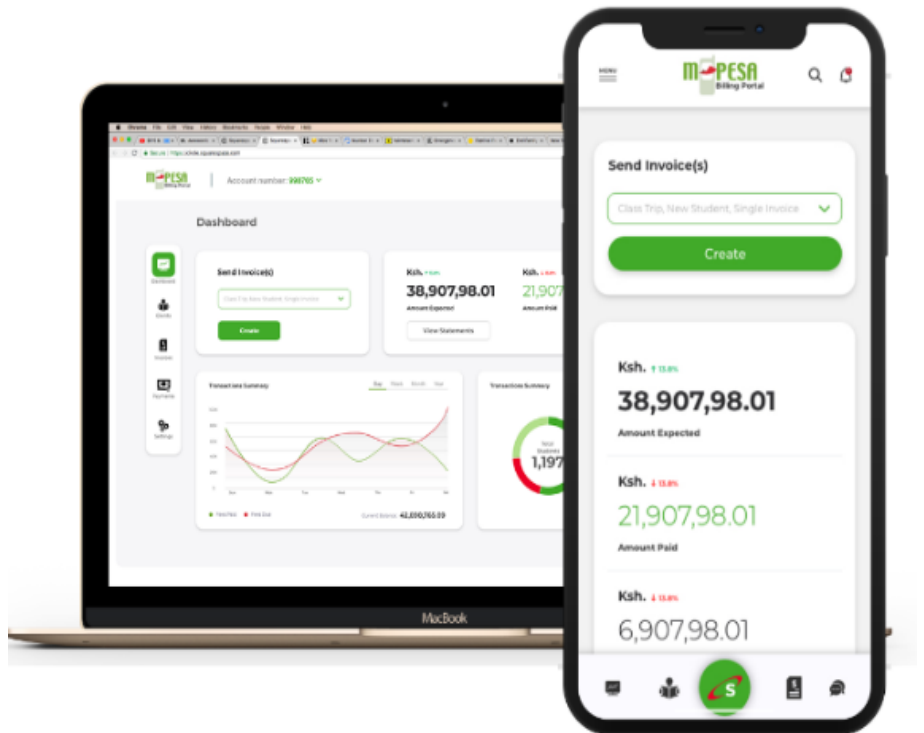


# M-PESA BILL MANAGER FOR SCHOOLS

User Manual



Invoice, receipt and manage transactions easily

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## 1.0 INTRODUCTION

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

1. **Schools** – schools can issue school fees invoices, send parents/guardians payment reminders, update M-PESA payments real time as well as reconcile other forms of payments from a simple and secure portal.
2. **Parents** – Parents will receive their due school fees notifications, can access their detailed school 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. **Schools:** 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. **Parents:** Parents can access all their due bills and pay via \*413#  
\*All SMS notifications are received via **MPESABills**

## 3.0 SUPPORT QUERIES

For all support enquiries please send an email to: [M-PESABusiness@Safaricom.co.ke](mailto: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.

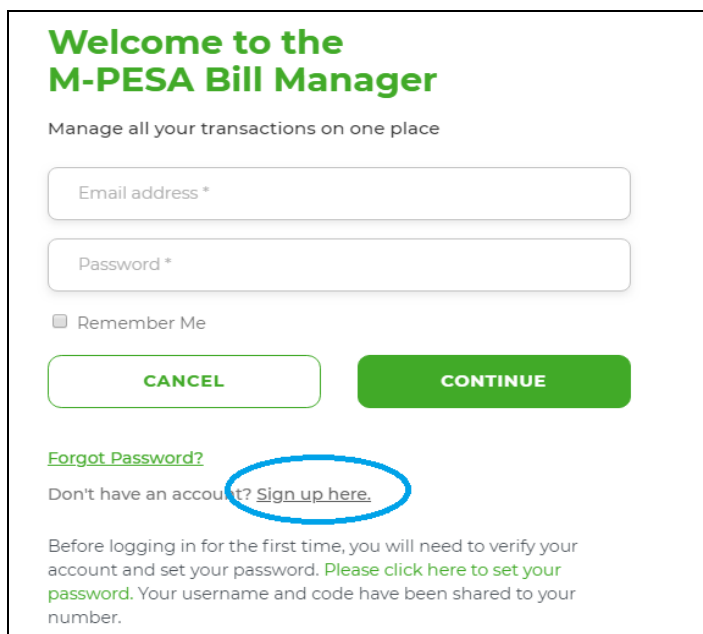
Facebook – [www.facebook.com/SafaricomPLC](http://www.facebook.com/SafaricomPLC)

## 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 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 **School** from the dropdown menu
  - Select the school type
  - 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.

School

Business Type \*

School

School

School Type \*

- School Type \*
- Day Primary
- Boarding Primary
- Day Secondary
- Boarding Secondary
- Mixed (Primary + Secondary day)
- Mixed (Primary + Secondary boarding)
- Pre-School
- Driving School
- University
- TIVET
- Day Care

M-PESA PayBill Number \* e.g. 123456

M-PESA Administrator Username \* e.g. John Doe

**CANCEL** **NEXT**

**Let's get you started!**

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

School ⌵

School Type \* ⌵

Finance Contact ⌵

M-PESA PayBill Number \*

Identification Type \* ⌵

Self Sign Up  Sales Team Referral

Search Sales Person Name \* 🔍

Role \*

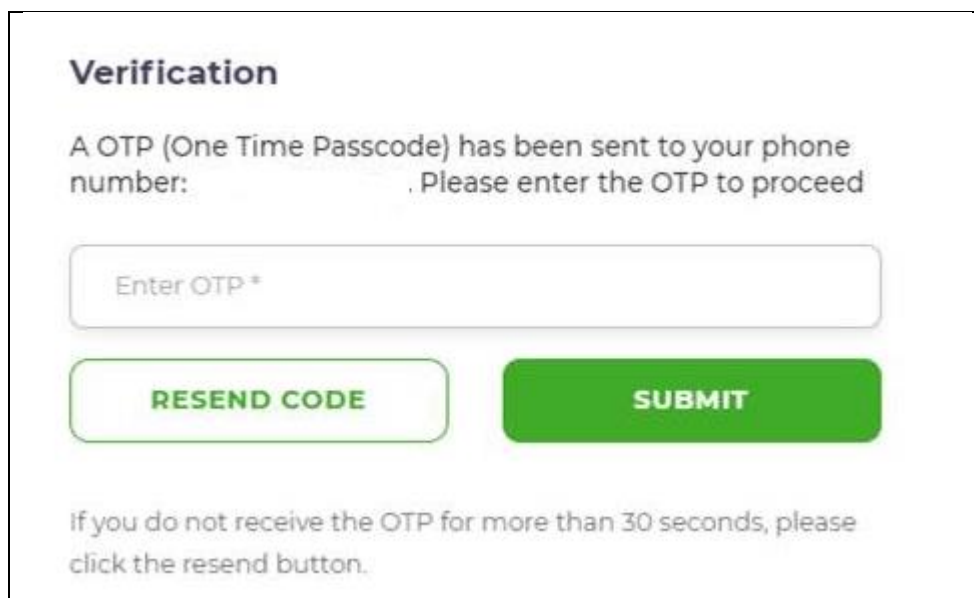
Region \*

**CANCEL** **NEXT**

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

- Sales team can now “earn their sale” when they sign up new customer on bill manager
- Specific sales person, 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**



- 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.'*

#### **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.

### Welcome to the M-PESA Bill Manager

Manage all your transactions on one place



Remember Me

### 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. **School Type**- Primary, Secondary, Tivet, pre-school, university. 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

School Type *	Mixed (Primary + Secondary day) ▼
Business Address *	Gatanga road off Maji Mazuri road
Business Friendly Name *	Maji Mazuri Elites
Official Phone Number *	254722000000
Official Email Address	M-PESABusiness@Safaricom.co.ke
Official Logo	 <input type="button" value="Select Image"/>

## 4.4 Creation of users and roles

### 4.4.1 What are roles?

When Roles are 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 transaction and team activities. This is a read only access

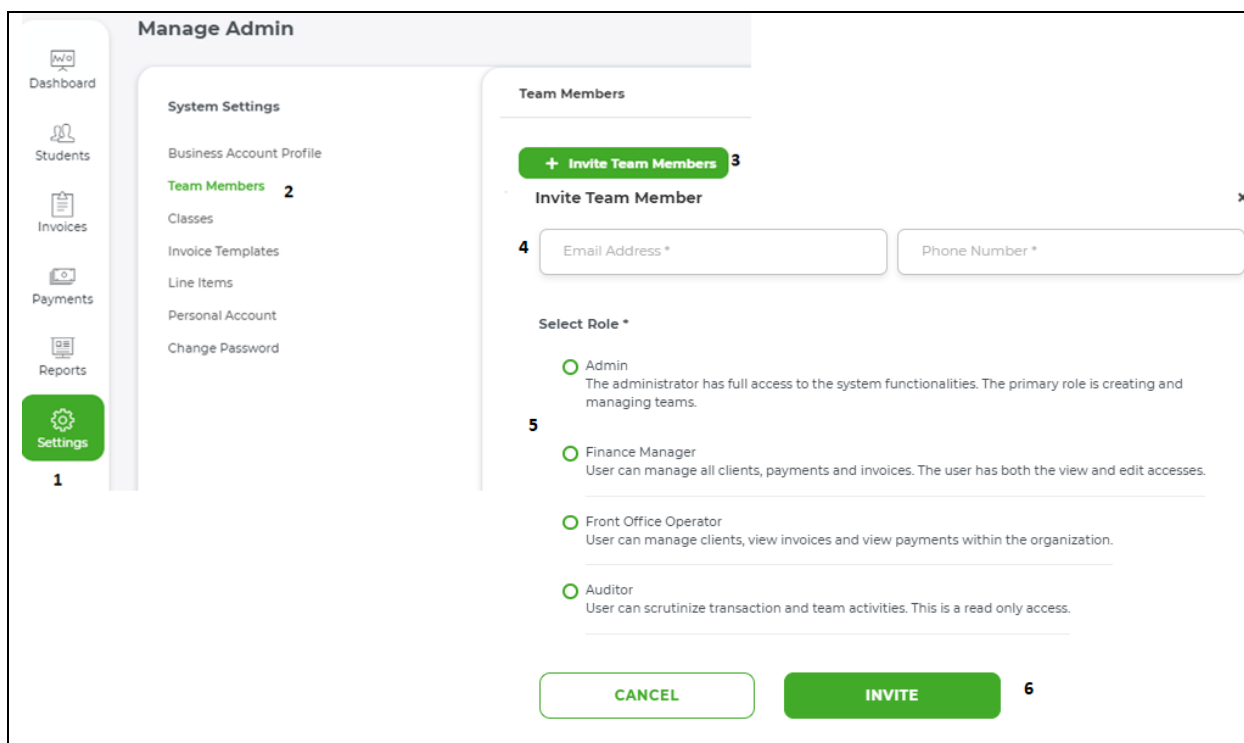
#### 4.4.1.2 Who creates users?

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



The screenshot displays the 'Manage Admin' interface. On the left sidebar, the 'Settings' icon is highlighted with a red '1'. The main content area is divided into 'System Settings' and 'Team Members'. Under 'System Settings', 'Team Members' is highlighted with a red '2'. In the 'Team Members' section, a green '+ Invite Team Members' button with a red '3' is visible. Below it is the 'Invite Team Member' form, which includes two input fields: 'Email Address \*' (4) and 'Phone Number \*'. Below the fields is a 'Select Role \*' dropdown (5) with four options: 'Admin' (The administrator has full access to the system functionalities. The primary role is creating and managing teams.), 'Finance Manager' (User can manage all clients, payments and invoices. The user has both the view and edit accesses.), 'Front Office Operator' (User can manage clients, view invoices and view payments within the organization.), and 'Auditor' (User can scrutinize transaction and team activities. This is a read only access.). At the bottom of the form are two buttons: 'CANCEL' (4) and 'INVITE' (6).

**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-PESA Bills**, giving them the user name, one-time password as well as the link to verify their account.

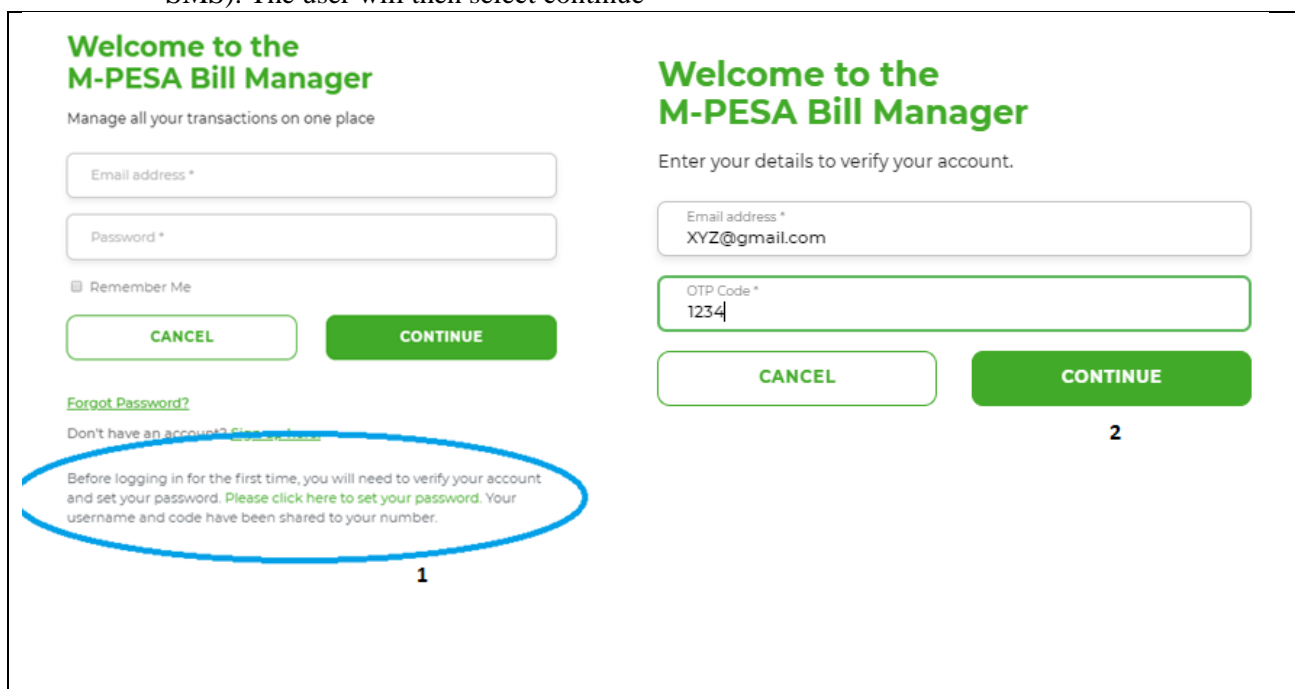
*Welcome aboard xyz school. Your username is [xyx@gmail.com](mailto:xyx@gmail.com) and your code is XXXX. Login via <https://billmanager.m-pesaforbusiness.co.ke/verify-user> and set your password.*

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



- 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

The screenshot shows a three-step registration process for the M-PESA Bill Manager:

- Step 3: Set Password** - The user is prompted to set a strong and secure password. Fields include "Password \*" and "Confirm Password \*". There is a checkbox for "Accept terms and conditions\*" and buttons for "BACK" and "SUBMIT".
- Step 4: Welcome to the M-PESA Bill Manager** - The user is welcomed and prompted to manage transactions on one place. Fields include "Email address\*" (johndoe@gmail.com) and "Password\*" (masked with dots). There is a "Remember Me" checkbox and buttons for "CANCEL" and "CONTINUE".
- Step 5: Verification** - An OTP (One Time Passcode) has been sent to the user's phone number. The user is prompted to enter the OTP. There is a field for "Enter OTP \*" and buttons for "RESEND CODE" and "SUBMIT".

Additional text at the bottom of the registration page includes: "Forgot Password?", "Don't have an account? [Sign up here.](#)" and a note: "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."

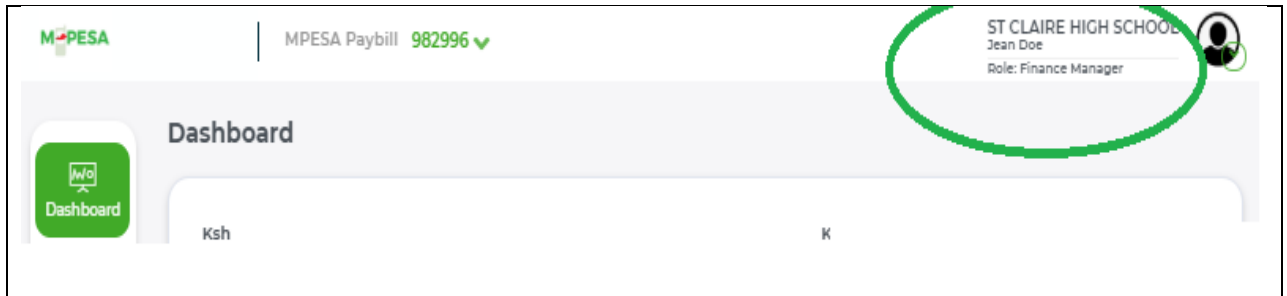
#### 4.4.5 Updating the user profile

- (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

The screenshot shows the "Edit Profile" form with the following fields and options:

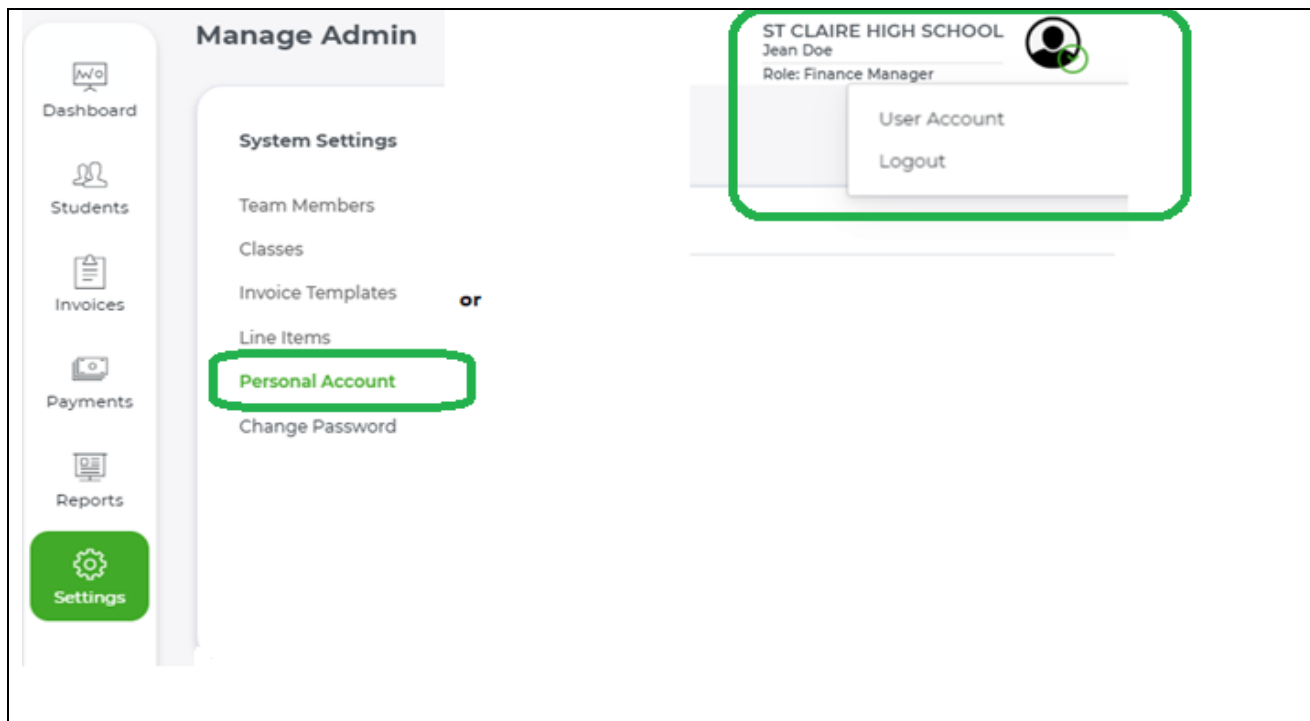
- System Settings** (left sidebar): Business Account Profile, Team Members, Classes, Invoice Templates, Line Items, **Personal Account**, Change Password.
- Edit Profile** (main form):
  - First name \*
  - Middle name
  - Last name \*
  - Personal email address \* (johndoe@gmail.com)
  - Select gender:  Male  Female
  - Select ID Type:  National ID  Passport
  - Date of Birth (YYYY-MM-dd)
  - ID Number
- Buttons: "CANCEL" and "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.



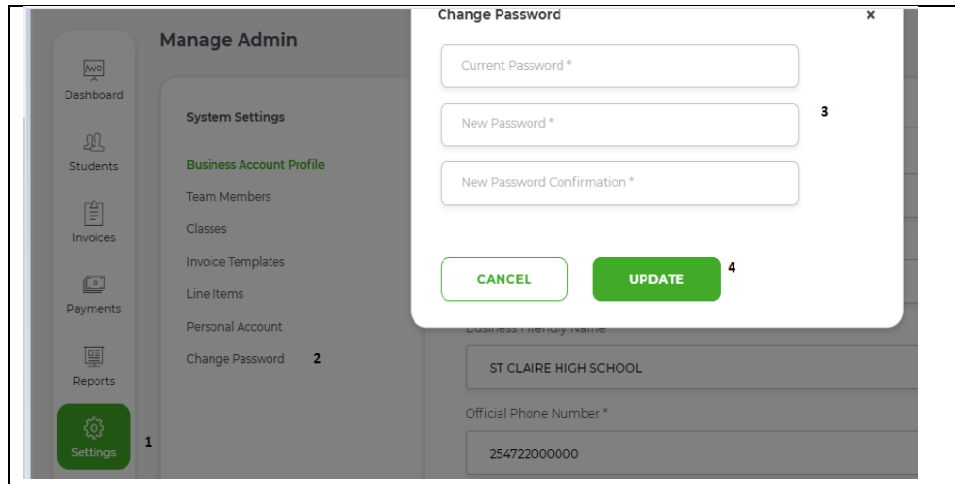
**(b) Subsequent user:**

- (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



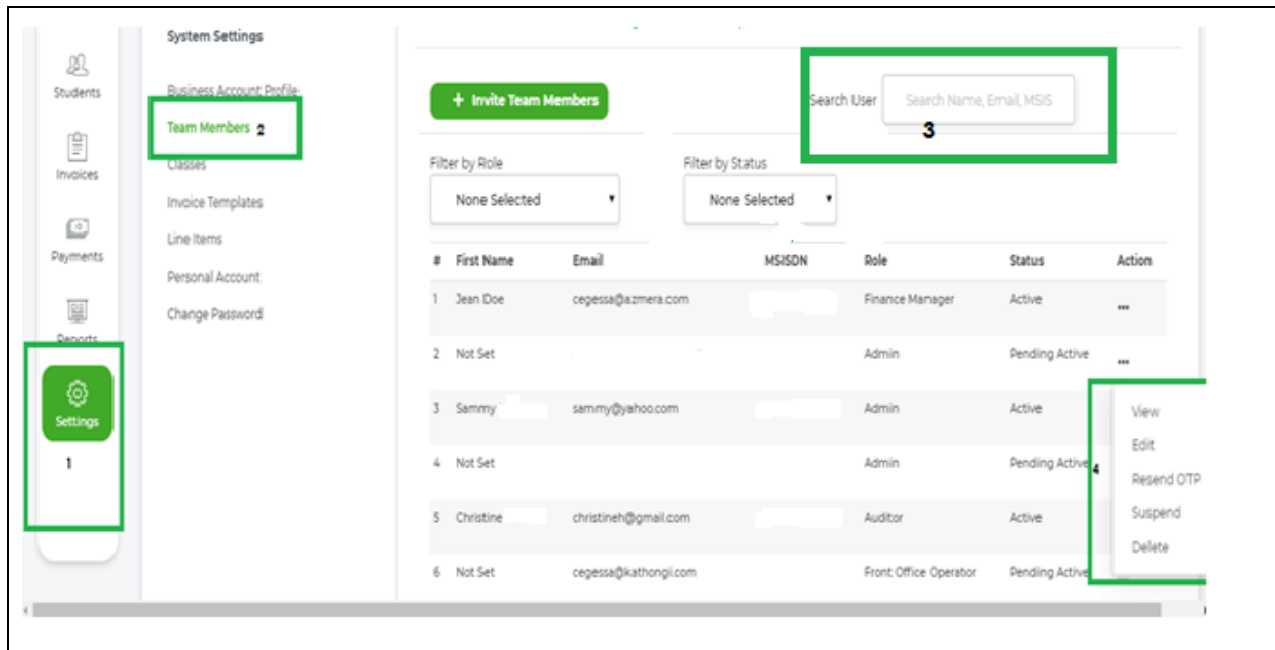
**(2) Password reset:**

- a. The functionality to reset the password is found on the home page.
- b. Upon selecting forgot person, 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 been 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.

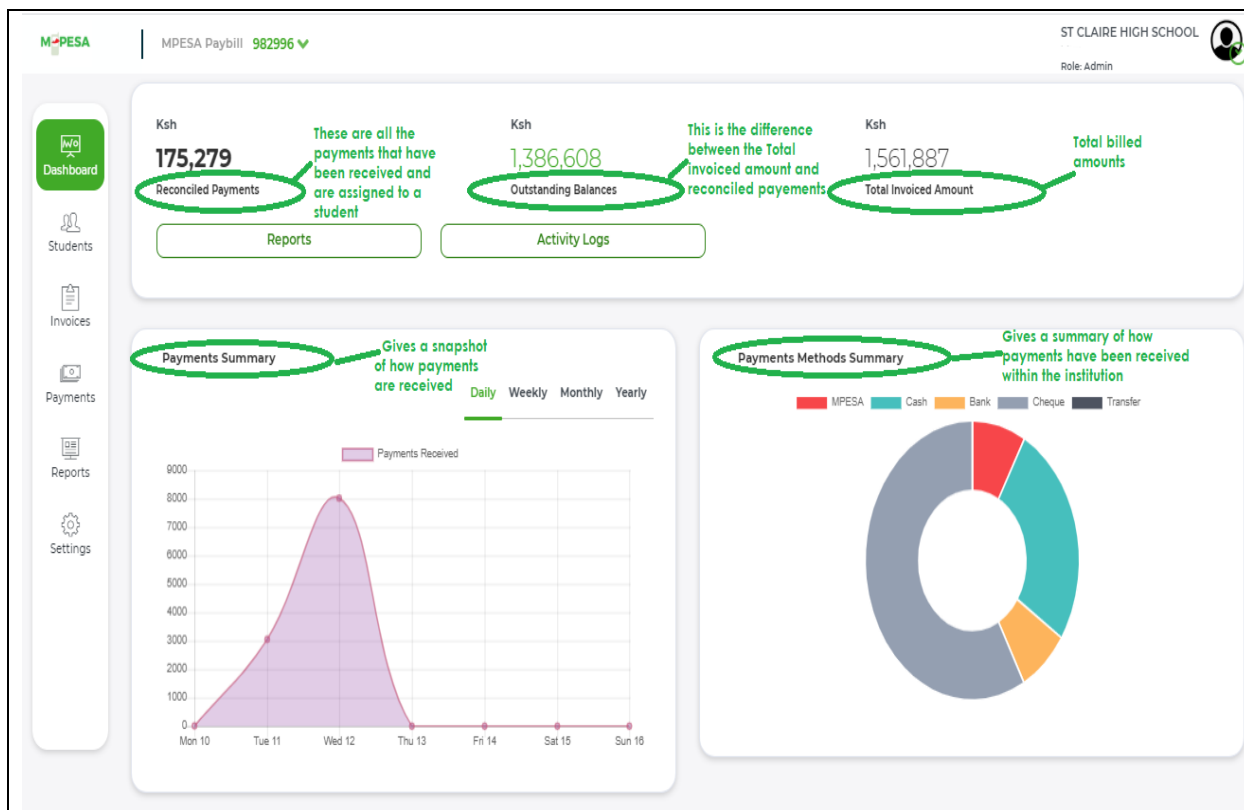
## 5.0 NAVIGATING M-PESA BILL MANAGER PORTAL

### Important information on bill manager portal:

1. The portal allows you to create students and parents. Parents receive notifications
2. For tertiary institutions the students can still exist as parents especially where they make the payments on their own.
3. Students cannot exist without an admission number.
4. Parent names and mobile number are mandatory fields in student creation.
5. For purposes of invoicing student are placed in:
  - a. **Classes** – This will allow you invoice them based on their vote heads or invoice templates
  - b. **Groups** – This allows you invoice students who have common attributes e.g. Transport for people in a certain region, swimming class, piano class
6. 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
<b>DASHBOARD</b>	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
<b>STUDENT MANAGEMENT</b>	Y	Y	Y	Y
Create and Edit New Student (single)	Y	Y	Y	N
Create New Students / upload Students (bulk)	Y	Y	Y	N
Delete Students	Y	Y	Y	N
Export Students	Y	Y	Y	N
Create and Edit New Group	Y	Y	Y	N
Add Students to Group	Y	Y	Y	N
Update Parents	Y	Y	Y	N
Search Student	Y	Y	Y	Y
<b>INVOICES</b>	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
<b>PAYMENTS</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
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
<b>REPORTS</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
View and export all Reports	Y	Y	Y	Y
View and export Payment Summary Report	Y	Y	Y	Y
View and export Individual Student Report	Y	Y	Y	Y
View and export Payment Collect Report	Y	Y	Y	Y
<b>SYSTEM SETTINGS</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
Update Business Account Profile	Y	N	N	N
View and invite Team Members	Y	N	N	N
View and update Classes	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
<b>REPORTS</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
View and export all Reports	Y	Y	Y	Y
View and export Payment Summary Report	Y	Y	Y	Y
View and export Individual Student Report	Y	Y	Y	Y
View and export Payment Collect Report	Y	Y	Y	Y

## 5.3 Students

### 5.3.1 Student management

The student's view allows the authorized user to:

- a) Manage students i.e. add new students in single upload or in bulk and export students
- b) Manage groups
- c) Update parent/guardian details

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

- a) Editing student/parent or guardian information
- b) Invoicing the specific student
- c) Recording payments
- d) Management of unallocated amounts

### 5.3.2 Steps in creating a student

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

#### 5.3.2.1 Creating classes and streams

The admin or finance manager will

- (i) Go to settings -select the classes tab-select the stream tab -select new stream -enter the stream name and create
- (ii) Select classes tab-select new class-enter the class name-select the stream-select create

**\*\*Note:** Classes can exist without streams

#	Date Created	Stream Name	Action
1	Dec 7, 2019, 12:45:34 PM	Computer 1	Action ▾
2	Dec 6, 2019, 5:40:32 PM	Tailoring	Action ▾
3	Dec 3, 2019, 3:38:19 PM	Strml	Action ▾
4	Nov 27, 2019, 12:41:33 PM	North	Action ▾
5	Nov 27, 2019, 12:41:24 PM	Red	Action ▾

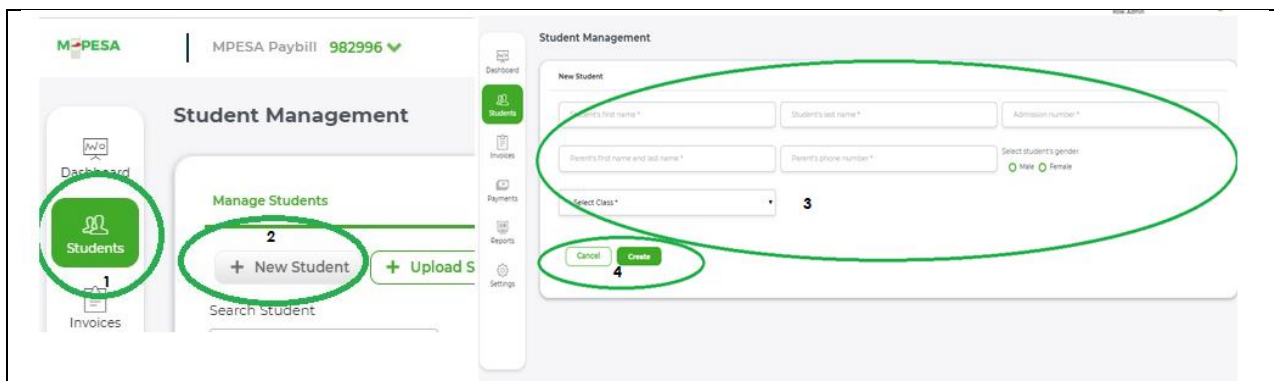
### 5.3.2.2 Creating new student(s)

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

- (i) **Singly (Individual Student Upload):** By selecting new Students and typing in the information
- (ii) **In Bulk (Bulk Student Upload):** By selecting the Students in Bulk; downloading the CSV template; prepare their student data then upload the completed CSV file

### 5.3.3.3 Individual Student upload

- *To add a new student (singly) select Students- Select New student – update the student’s first name, last name, Parent’s first name and last name (should be separated) – Parent’s phone number (Safaricom number) – select class – select create*



After successful creation, the parent/guardian will receive an SMS Notification from M-PESABills.

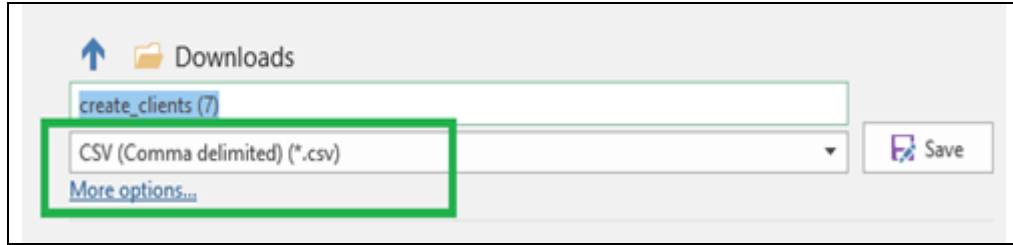
**“XYZ Academy now accepts school fees payment via M-PESA. To pay, select M-PESA, LIPA NA M-PESA, Enter Paybill Number XXXXXX Account (Student’s admission number) ‘**

**\*\*Note:** For institutions of higher learning/ tertiary colleges/ TIVETS e.t.al, where the student is the same as the parent, the student’s name can be reused as the parent

### 5.3.3.4 Bulk Student Upload

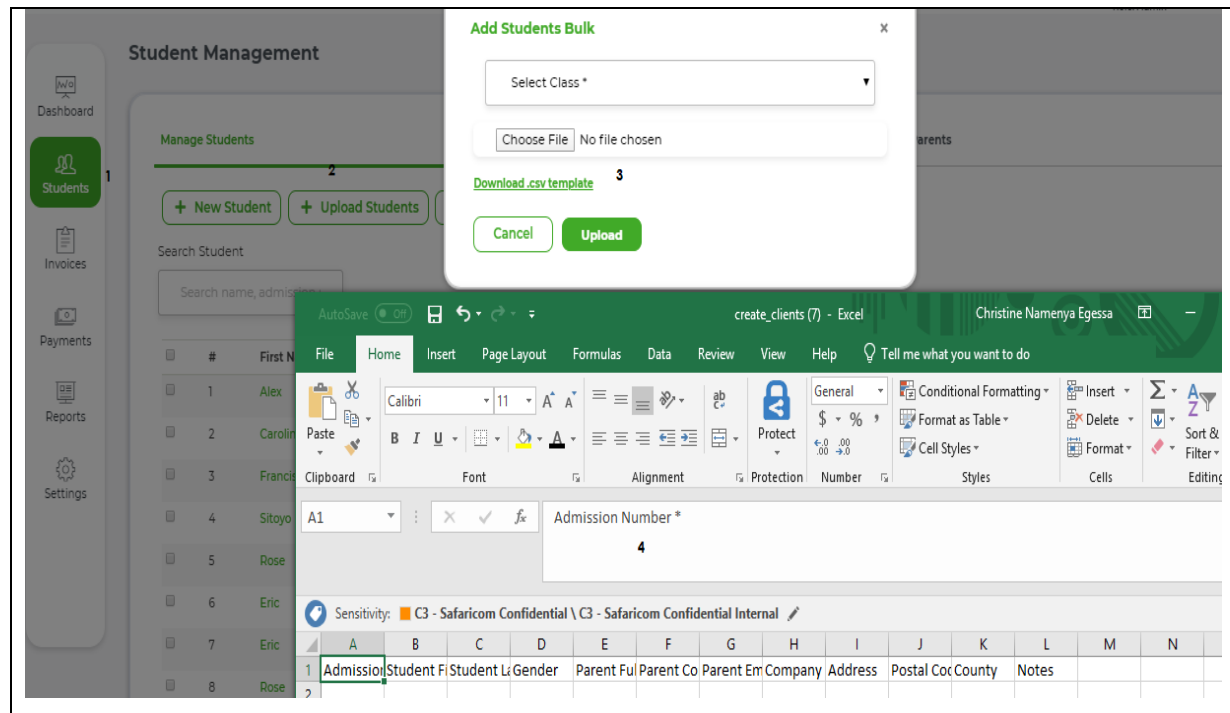
- *All files being uploaded must be save in the .CSV format and not .XLS or excel*
- *The system will confirm successful and unsuccessful uploads*
- *The system will also allow you to reupload files that were unsuccessful*

**Steps Uploading students in bulk:** *Select students- select upload students- Download the csv template – prepare/enter your student data- save file as csv. Below is the specific file type*

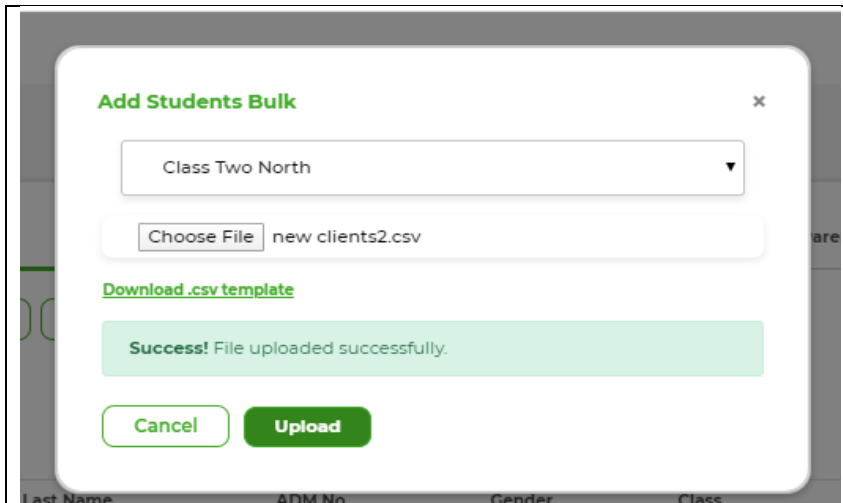


*select the class then select the 'choose file' tab- (You will be allowed to browse to where the file is stored)- select upload*

**\*\*\* Only the fields marked in asterisks are the mandatory fields**

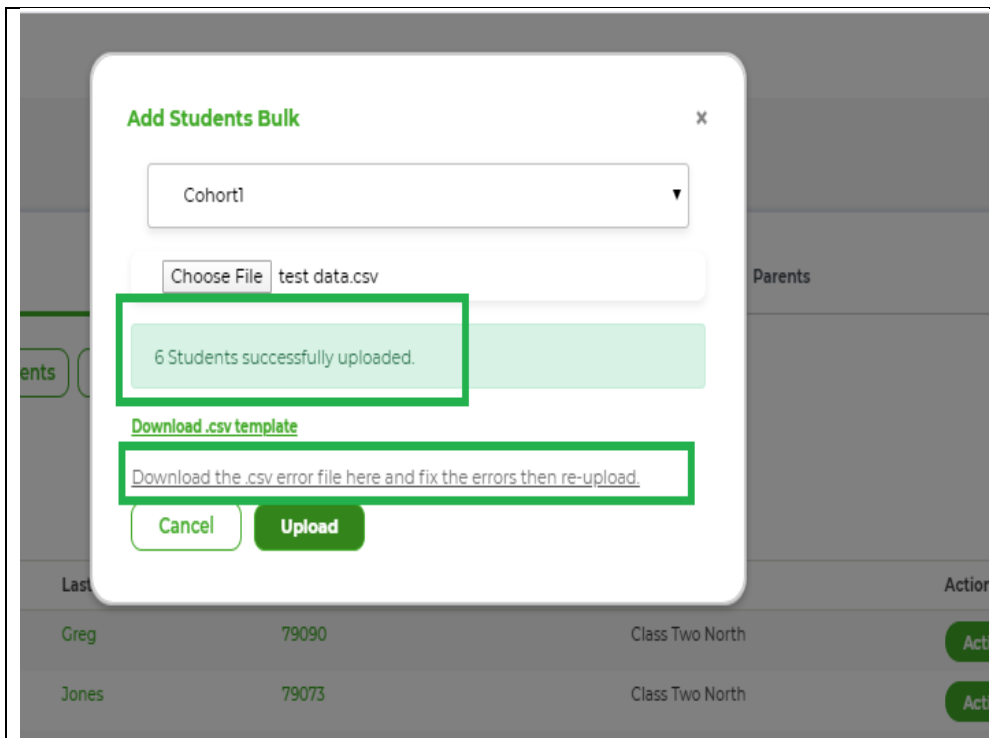


- **Successfully uploaded file:** a successful upload will display as below



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

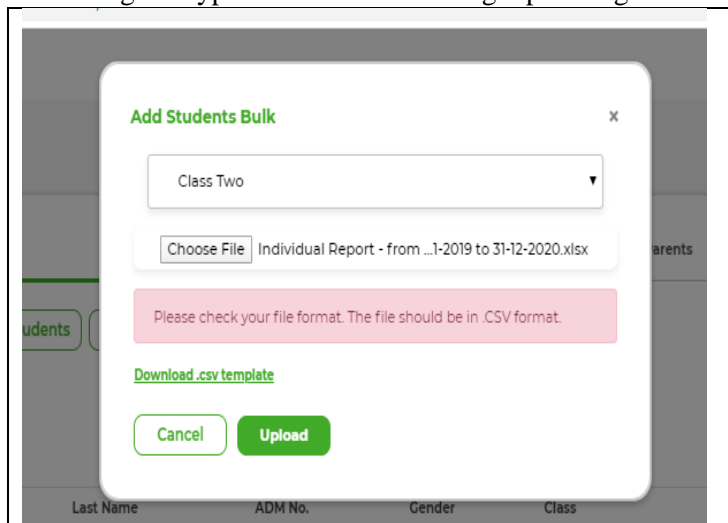
- **Partially uploaded file-** This is where some students are successfully uploaded while others failed. The below notification will be returned showing you
  - The number of successful entries e.g. on the example below 6 students have been successfully uploaded
  - Advising you to download the failed file, you can download it, correct the errors and reupload the file.



- The created students 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

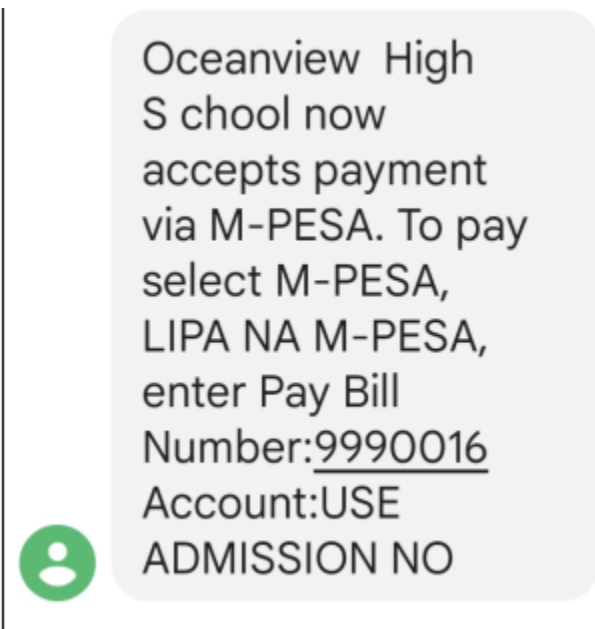


- The file uploaded is blank

**NOTE: Parents/Guardians will automatically be created alongside new student creation.**

**Welcome notification customization for Schools:**

- Once a parent /guardian has been created, they will receive a notification from MPESABills.



- Invoice notifications to parents 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 Parents/Guardians

- Select Parents Tab- search for the Parents/Guardian details – select action- edit parents/guardians then click on update to complete the process.

### 5.3.3.6 Viewing additional information on students

By clicking on an individual student, one able to view additional information about the student. The information includes:

- **Student's information** – Name, Admission number, Class, Gender, Date Student was created.
- **Parent Information** – Name and number of student's guardian
- **Groups** – The different groups that the student belongs to.
- **Summary of payments** – Total payments received for the students, Total owed and any overpayment/ unallocated amounts.
- **Statements** – Downloadable statements for the student.
- **Invoices issued** – All invoices issued to the students.
- **Payments** – All payments made to the student.

## Individual student view

MPESA Paybill 982996

ST CLAIRE HIGH SCHOOL ▼

Dashboard

Students

Invoices

Payments

Reports

Settings

### STUDENT DETAILS 👤

Name	Kiki Wadrake
Admission Number	13489
Class Name	Class Three East
Gender	Female
Created On	18/02/2020

Edit Student

### SUMMARY

Total Amount Owed:	KSH. 2,700.00
Total Amount Paid:	KSH. 0.00
Total Unallocated Amount:	KSH. 0.00

### STATEMENTS

Period: 01/01/2020 TO 31/12/2020 📅

Generate
Print
Download

### PARENT INFORMATION 👤

Name	Joe Doe
Mobile Number	254722000000

Back
Edit Parent

Student Bills
Transactions

Search Bill

Filter By


All
▼

+ New Invoice

#	Issued Date	Invoice Number	Billed Amount	Balance	Paid Amount	Status	Actions
1	10/23/19, 3:02 PM	INV0003849	350	350	0	Past Due	Action ▼
2	10/18/19, 9:24 AM	INV0003357	400	400	0	Past Due	Action ▼
3	10/5/19, 11:31 AM	INV0002615	400	400	0	Cancelled	Action ▼
4	10/5/19, 9:38 AM	INV0002608	10	5.0	5.0	Past Due	Action ▼
5	9/23/19, 5:25 PM	INV0001642	11110	11110	0	Created	Action ▼
6	9/23/19, 12:22 PM	INV0001439	54	54	0	Created	Action ▼
7	9/23/19, 12:22 PM	INV0001390	54	54	0	Past Due	Action ▼
8	9/23/19, 12:11 PM	INV0001257	560	560	0	Past Due	Action ▼

## Statement view

**ST CLAIRE HIGH SCHOOL**

<b>Address</b>	Waiyaki Way	
<b>Official</b>	254722000000	
<b>Phone</b>		
<b>Email</b>	FinancialServices@Safaricom.co.ke	
<b>Address</b>		

**Fee Statement for 01/08/2019 - 31/12/2020**

<b>Admission Number</b>	123s
<b>Student Name</b>	Jane Doe

### INVOICES

Date Issued	Details	Amount
Sep 3, 2019	Jane Doe	KSH. 150.0
Oct 18, 2019	Jane Doe	KSH. 400
<b>Total Invoiced Amount</b>		<b>KSH. 550</b>

### PAYMENTS

Payment Date	Details	Amount
Sep 3, 2019	NI32CAH2LA	KSH. 1
<b>Total Paid Amount</b>		<b>KSH. 1</b>
<b>Balance</b>		<b>KSH. 549</b>

## 5.4 INVOICES

Invoices are any billable items to be sent out from the school to the parents/guardians informing them of a pending bill and the respective due date.

### 5.4.1 INVOICE TYPES

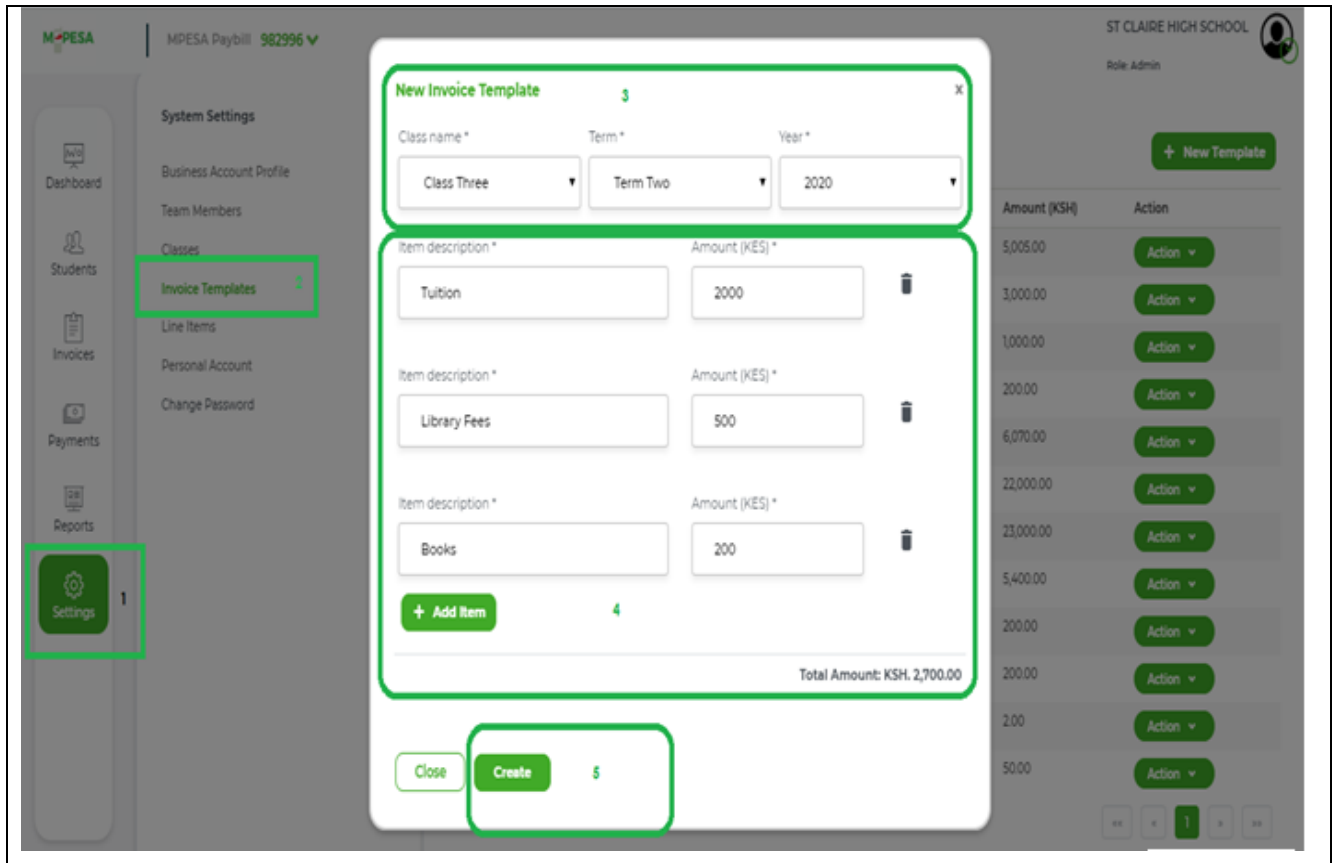
#### 5.4.1.1 Invoices based on fee structure (Invoice Templates)

These are the general invoices that go out to students, based on the fees structure/ circulars and include the various vote heads. They are mostly 'Class' specific.

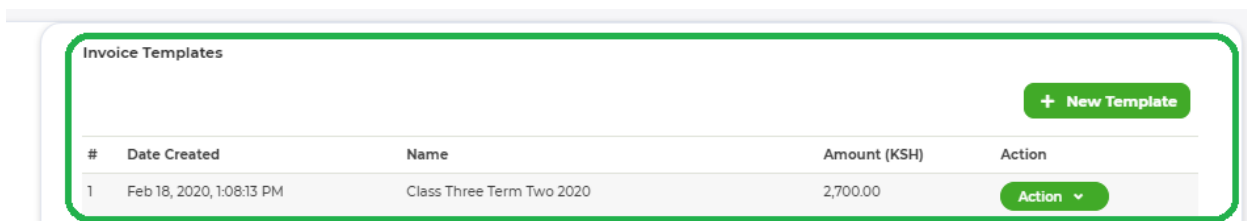
For such invoices the Admin or Finance manager will follow the steps below in creating the invoices:

- (i) Ensure that the classes are created as per the steps above (5.3.2.1)
- (ii) Create Invoice Templates
  - a. Go to settings

- b. Select Invoice Templates
- c. Select New Template
- d. Choose the Class Name, Term and Year
- e. Enter your Vote head name on the item description and the amount.
- f. Select add items and keep adding the items until all the necessary vote heads are complete
- g. The total amount will be displayed, confirm it is the correct one then select create.
- h. The invoice template will be created



- i. Sample invoice created using Invoice templates



- j. From selecting the action drop down one can edit or delete an invoice template in cases where errors or omissions were made

### 5.4.1.2 Sending invoices using Invoice Templates

To create an invoice from the invoice template, the admin or finance manager will:

- Select the “Invoices” Icon
- Click “New Invoice”
- Choose Invoice Type – Invoice from Template
- Select the Class name from the drop-down menu, select the invoice template that you want to use to invoice
- The invoice template will populate, and the various billed items will be displayed with a total summation
- Select the due date – i.e. the day you expect the amount invoiced to be paid
- Select the action i.e. save and send or discard
- One can preview the invoice prior to sending it

Item description *	Amount (KSH) *
Tuition	2000
Library Fees	500
Books	200

Billing Period	Sub-total	KSH 2700
	Total	KSH 2700

- On clicking the save and send option, a success confirmation will be received on the portal, the invoices will be sent to all the students in the calls
- The historical invoices will be saved on the ‘invoice’ page

#### Sample of invoices sent via the invoice template:

#	Issued Date	Invoice Number	Recipient	Billed (KSH)	Due (KSH)	Paid (KSH)	Status	Action
1	2/7/20, 2:53 PM	INV00025637	Hannah Montana	2700	2700	0	Sent	Action
2	2/7/20, 2:53 PM	INV00025630	Kiki Wadrake	2700	2700	0	Sent	Action

- k. The parent receives the below notification from M-PESA Bills  
*“XYZ’s bill for Term 3 Fees from St. Claire High School of Ksh 1600 is due on 20/09/2019. Dial \*413# to view and pay or pay via Pay bill 982996 Account 10983”*

### 5.4.1.3 Recurring Invoices /Miscellaneous Invoices

The school can create ad hoc invoices for billable items that are not factored in the fees structure. These billable items could include Transport, replacement of lost items, additional classes (swimming, piano etc.), School Trips

The school can create two types of invoices:

- (i) **Single Invoice** – This is where the school is billing a student for a unique item for example replacement of a lost library book
- (ii) **Group Invoice** – These invoices are used when the school is billing targeted students e.g. all students who are in the piano class, swimming, using transport for a route, taking a trip

### 5.4.1.4 Single invoice

To create an invoice the admin or finance manager will:

1. Create the line items – This allows you to predefine the cost of every billable otherwise one will have to type the amount for each item.
  - a. Go to settings
  - b. Select Line items
  - c. Select create line items
  - d. Enter the item description/ name and enter the item amount
  - e. Select create
  - f. The line items will be saved
2. Select the “Invoices” Icon
3. Click “New Invoice”

4. Choose Invoice Type as single invoice
5. Search for the Student using the search parameters such as name, admission number or student's parent/guardian
6. Enter the Due Date
7. Enter the invoice name e.g. Lost Library books, broken cups  
**Note: this is the name that will appear on the SMS notification to the parent/guardian**
8. 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

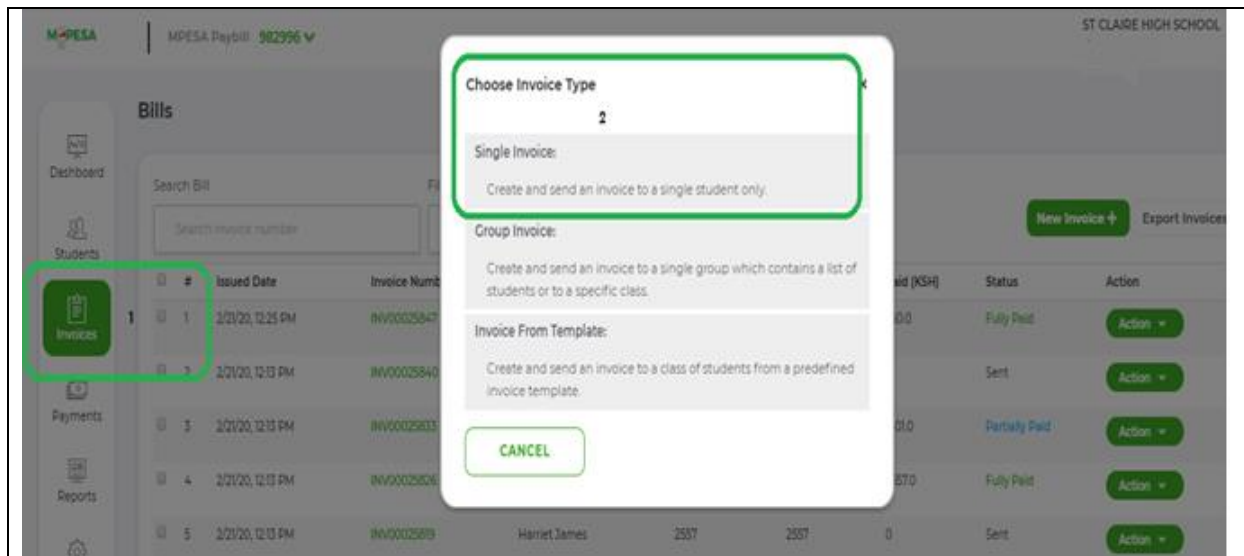
**Note:**

- Amount for a created line item is already predefined; for non-defined line items one can type out the amount
  - You can preview the invoice created before sending it out to the parent/guardian
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”
- Should you need to send this invoice out, the admin or finance manager will need to change the status to “send”
- The parent or guardian will receive an SMS Notification informing them of their child's pending bill
- Where the student has a previous bill, checking the due bill will show both the invoices and give a summation of the **Total due amount**.

**Sending single invoices**





**BIIS**

Dashboard  
Students  
**Invoices**  
Payments  
Reports  
Settings

**New Invoice**

Search (Name or Admission Number) **3**  
KIKI

Found Students:  
09020W - KIKI  
1020VM - Kiki Kenya  
9070KY - Christine Kiki  
13489 - Kiki Wadrake

Due Date **4** (YY-MM-dd) \*

Invoice Name \* **5**

Amount (KES) \*

Item description \* **6** | Amount (KES) \*

**Add Item +**

Billing Period  
Note to student  
Note to self

Sub-total KES 0  
Total KES 0

**7** Preview  
**8** Action

**Single invoice created for lost books and library**

**M-PESA** | MPESA Paybill 982996  
ST CLAIRE HIGH SCHOOL  
Role Admin

Dashboard  
Students  
**Invoices**  
Payments  
Reports  
Settings

To: [User Icon] | Due Date (YYYY-MM-dd) \* 2020-02-29

Admission No: 09020W | Invoice Name \* Lost Books

Name: KIKI | Phone Number: 25472 207

**Create New Student +**

Item description \* | Amount (KES) \*  
library | 50

Item description \* | Amount (KES) \*  
Books | 10

**Add Item +**

Billing Period  
Note to student  
Note to self

Sub-total KES 60  
Total KES 60

Preview | Save | Send | Discard

### 5.4.1.5 Group invoices

Invoices can be sent out to targeted students e.g. swimming club, piano, and karate

1. Create groups or select a pre-existing group
  - a. Go to students' tab
  - b. Select manage groups
  - c. Select new group
  - d. Enter group name
  - e. Enter description – any description that will help you understand why the group was created
  - f. Select create
  - g. Search for the students that you wish to have on the group and select add student
2. Select the “Invoices” Icon
3. Click “New Invoice”
4. Choose Invoice Type as group invoice
5. Enter due date for the said invoice
6. Enter Invoice name
7. Select the item description from the drop-down menu or type out the various items that the group is being billed for
8. Then select the action – which should be “save and send”

#### Group invoice for swimming team

M-PESA Paybill 982996

ST CLAIRE HIGH SCHOOL  
Role: Admin

**New Invoice**

To:

Due Date (YYYY-MM-dd) \*  
2020-02-28

Group Name: Swimming team

Invoice Name \*  
Training fees

Item description *	Amount (KES) *
Training Fees	1200
Lunch	1000

**Add Item +**

Billing Period:

Note to student:

Note to self:

Sub-total: KES 2200  
Total: KES 2200

**Preview** **Action**  
Save & Send  
Discard

### 5.4.1.6 BULK INVOICING

Schools can now send invoices to their customer in bulk, thus saving time E.g.to a whole class.

#### Bulk Invoicing ✕

Step 2 of 4: Generate Excel Template

**Selected Class:** Form Three

First Name✕

Last Name✕

Admission Number✕

+ Add Column

**ⓘ Tips**

- The first 3 columns are pre-generated and mandatory. These columns; in green, must be filled.
- You can add as many columns as you like for the line item amounts then generate the excel template below.
- If you have an already generated and filled excel file just click 'Next' to skip this step.

[Generate and download .xlsx \(excel file\) template](#)

Previous Next

- School- pre-filled excel template with all students in a class.

	A	B	C	D	E	F
1	First Name	Last Name	Admission Number			
2	PERIS	NJERI	6471			
3						
4						
5						
6						

For all invoices:

The parents/guardians will each receive an SMS Notification informing them of their child’s pending bill

**Notification to parents**

**“Christine’s bill for Term 3 Fees from St. Claire High School of Ksh 1600 is due on 20/09/2019. 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

#	Issued Date	Invoice	Amount Due (KSH)	Amount Paid (KSH)	Status	Action
1	2/21/20, 12:25 PM	INV00025826	0.0	350.0	Fully Paid	Action
2	2/21/20, 12:13 PM	INV00025827	2557	0	Sent	Action
3	2/21/20, 12:13 PM	INV00025828	2557	1056.0	Partially Paid	Action
4	2/21/20, 12:13 PM	INV00025829	2557	2557.0	Fully Paid	Action
5	2/21/20, 12:13 PM	INV00025830	2557	0	Sent	Action
6	2/18/20, 2:53 PM	INV00025637	2700	0	Past Due	Action
7	2/18/20, 2:53 PM	INV00025638	2700	0	Past Due	Action

1. **Created Invoice:** This invoice was saved but not sent out.
  - Notifications are not sent to parents for such invoices, should the school require action to the parents they will have to select the send option so that the invoice can be pushed to the parents.
  - 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 parent/guardian 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 parent or guardian 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 school 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 parent/guardian will need to define how the funds should be distributed e.g. carried forward to another invoice or transferred to another student in cases where parents have multiple students
  7. **Cancelled:** The school can cancel an invoice where the invoice was raised in error
    - When an invoice has been cancelled, the parent/guardian will not find the cancelled bill when they check under due bills
  8. **Archived:** The school can archive an invoice, 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 school 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 school payment 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 Student i.e. using student’s name or admission 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.

#### Step by step process of recording a payment

**Record Payment**
✕

**Student:**  
INT2040 - Prizzy Lee

Enter the amount (KES) \*  
 10000 4

Select payment method \*
 

Select payment method \*
 

- Cash 5
- Bank
- Cheque

Enter comment e.g cheque number \* 6

Cancel
Submit

### 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

MPESA Paybill 982996

ST CLAIRE HIGH SCHOOL  
 Role: Admin

#### Payments

Received Payments
Manage Unallocated Amounts

Search Payment  
 Search A/C reference

Filter By  
 Transferred
 

All  
 Unallocated  
 Fully Allocated  
 Partially Allocated  
 Transferred

Record Payment +
Export Payments

#	Date	Account	Amount	Transaction ID	Method	Status	Action
1	3/2/20, 11:54 AM	09020W		CHQ-M6G7053	Cheque	Unallocated	Action
2	3/2/20, 11:49 AM	09020W	30,000.00	CHQ-D26ZG7K	Cheque	Unallocated	Action
3	3/2/20, 11:48 AM	09020W	10,000.00	CSH-KTDD03F	Cash	Unallocated	Action
4	3/2/20, 11:47 AM	09020W	10,000.00	CSH-QDOUB8H	Cash	Unallocated	Action
5	2/26/20, 9:13 AM	78104	5,000.00	CSH-CDSMVVB	Cash	Unallocated	Action
6	2/26/20, 9:11 AM	78104	4,000.00	CSH-WI431.CI	Cash	Partially 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 admission number or reference
  - A payment made to the wrong student

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

- (i) **Invoicing** – raising an invoice that matches the payment received
- Direct invoicing:** The school can issue an invoice as per the invoicing process explained in 5.4
  - 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 school to directly invoice the student 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:
- Select the payments tab
  - Search for the payment
  - Select the action menu
  - Select reassign payment option
  - Search for the admission number or student name to reassign the payment
  - Click Submit and the amount will be assigned to the desired student

#	Date	mount (KSH)	Transaction ID	Method	Status	Action
1	3/6/20	2,820.00	OBL992INFJ	M-PESA	Allocated	Action
2	3/6/20	2,820.00	OBL992INFJ	M-PESA	Partially Allocated	Action
3	3/4/20	4,000.00	CHQ-M6G705J	Cheque	Allocated	Action
4	3/4/20	40,000.00	CHQ-M6G705J	Cheque	Unallocated	Action
5	3/2/20	10,000.00	CHQ-M6G705J	Cheque	Allocated	SELECT ACTION
6	3/2/20	10,000.00	CHQ-D26Z07K	Cheque	Unallocated	Reassign Payment
7	3/2/20	10,000.00	CSH-KTDD03F	Cash	Unallocated	Reassign Payment

**Reassign Payment**

Reassign wrongly made payment to the right student.

**Recipient Student:**  
09020W - Kiki Egessa

Cancel Confirm

**Reassign Payment**

Reassign wrongly made payment to the right student.

Search (Name or Admission Number)  
kiki

**Found Students:**

- 09020W - Kiki
- 1020VM - Kiki Kenya
- 9070XY - Christine Kiki

Cancel Confirm

**Reassign Payment**

Reassign wrongly made payment to the right student.

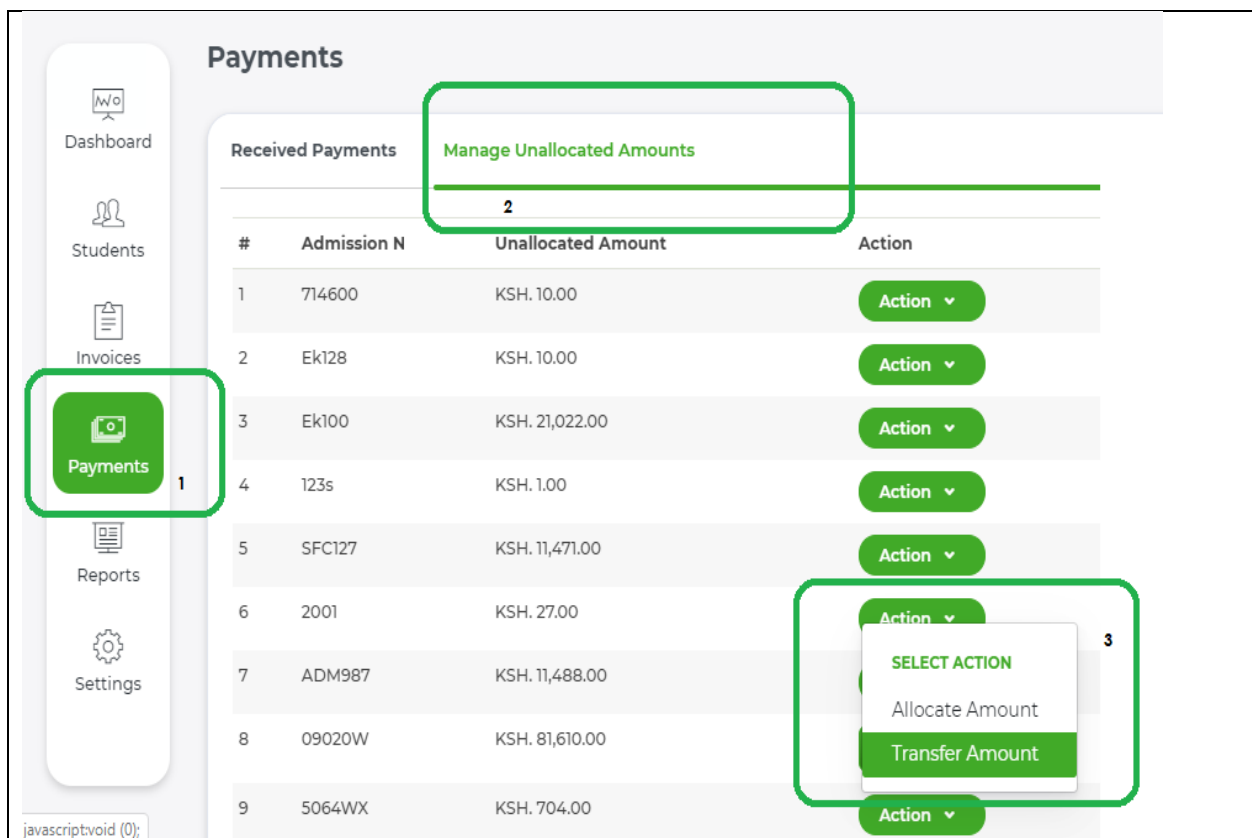
**Recipient Student:**  
09020W - Kiki

Success! Payment reassigned successfully.

Cancel Confirm



- iii. **Transfer the payment:** Unallocated amounts can be transferred to other students. 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 student
    - Enter the amount
    - Click on confirm
    - \*\*You can transfer the amount to multiple students 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 student



### Recipients x

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

4

+ Add

#	Admission Number	Name	Amount	Action
<div style="background-color: #f8d7da; padding: 10px; border-radius: 5px; display: inline-block;">No recipients selected.</div>				

CancelConfirm Transfer

### Add Recipient x

Search (Name or Admission Number)

pri 5

**Found Students:**

INT2040 - Prizy Lee

### Add Recipient ✕

**Recipient Student:**  
INT2040 - Prizzy Lee

Enter amount to transfer \*  
3000 6

Cancel Confirm 7

---

### Recipients ✕

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

+ Add

#	Admission Number	Name	Amount	Action
1	INT2040	Prizzy Lee	3000	<span>Remove </span>

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

Cancel Confirm Transfer 8

### Successful transfer to a single user

#### Recipients ×

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

[+ Add](#)

#	Admission Number	Name	Amount	Action
1	INT2040	Prizzy Lee	3000	<a href="#">Remove </a>

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. 81,610.00**

+ Add

#	Admission Number	Name	Amount	Action
1	09020W	Kiki	500	<span style="border: 1px solid red; border-radius: 10px; padding: 2px 10px; color: red;">Remove </span>
2	INT2040	Prizzy Lee	2000	<span style="border: 1px solid red; border-radius: 10px; padding: 2px 10px; color: red;">Remove </span>

Total amount to allocate: **KSH. 2,500.00**

Cancel
Confirm Transfer

#### b. Transferring payments from the Students Tab

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

**Manage Students**

+ New Student    + Upload Students

Search Student

Kenya    2

#	First Name	Last Name
1	Harriet	Kenya
2	Kiki	Kenya

3

**Student Management**

Student Information    Groups

**STUDENT DETAILS**

Name

Admission Number

Class Name

Gender

Created On

**Edit Student**

**PARENT INFORMATION**

**SUMMARY**

Total Amount Owed: KSH. 0.00 ⓘ

Total Amount Paid: KSH. 3,139.00

Total Unallocated Amount: KSH. 2,420.00 >>

**STATEMENTS**

Period: 01/01/2020 TO 31/12/2020 📅

**SELECT ACTION**

Allocate Amount

**Transfer Amount**

Generate    Print    Download    4

### Recipients ✕

Unallocated Amount: **KSH. 2,420.00**

**5**

**+ Add**

#	Admission Number	Name	Amount	Action
No recipients selected.				

**Cancel** **Confirm Transfer**

### Add Recipient ✕

**6**

**Recipient Student:**  
5078sx - Harriet Kenya

Enter amount to transfer \*  
2000

**7**

**Cancel** **Confirm**

### Recipients ×

Unallocated Amount: **KSH. 2,420.00**

+ Add

#	Admission Number	Name	Amount	Action
1	5078sx	Harriet Kenya	2000	<span style="border: 1px solid red; border-radius: 10px; padding: 5px 10px; color: red; font-weight: bold;">Remove </span>

Total amount to allocate: **KSH. 2,000.00**

8
Cancel
Confirm Transfer

Parents will receive a confirmation SMS confirming the transferred amount from one student to the other student

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 admission 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 admission 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 admission 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 student or remain on the students account until a new invoice is issued.



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

### **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 student can be unassigned from the wrong student and transferred/ allocated to the correct student.

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.

- Dashboard
- Students
- Invoices
- Payments 1
- Reports
- Settings

OAM2JOG2XI	M-PESA	Fully Allocated	Action ▾
OAE4DDWGR8	M-PESA	Fully Allocated	Action ▾
OAA1AH4CE9	M-PESA	Fully Allocated	Action ▾
OA2942VBCT	M-PESA	Fully Allocated	Action ▾
NLS9Z4IFKT	M-PESA	Fully Allocated	Action ▾
CSH-FI2G35C	Cash	Partially Allocated	Action ▾
NLO2W170AW	M-PESA	Fully Allocated	Action ▾
NLO9VWMI4R	M-PESA	Fully Allocated	Action ▾
NLN1VD1DUX	M-PESA	Fully Allocated	Action ▾

Action ▾

SELECT ACTION

View Payment

2

**Invoices**

#	Issued Date	Invoice Number	Billed Amount	Allocated Amount	Actions
1	12/19/19, 4:03 PM	INV00010597	KSH. 1,000.00	KSH. 700.00	<div style="border: 1px solid #ccc; border-radius: 10px; display: inline-block; padding: 5px 15px;">Unassign</div> <p style="text-align: right; margin: 0;">3</p>

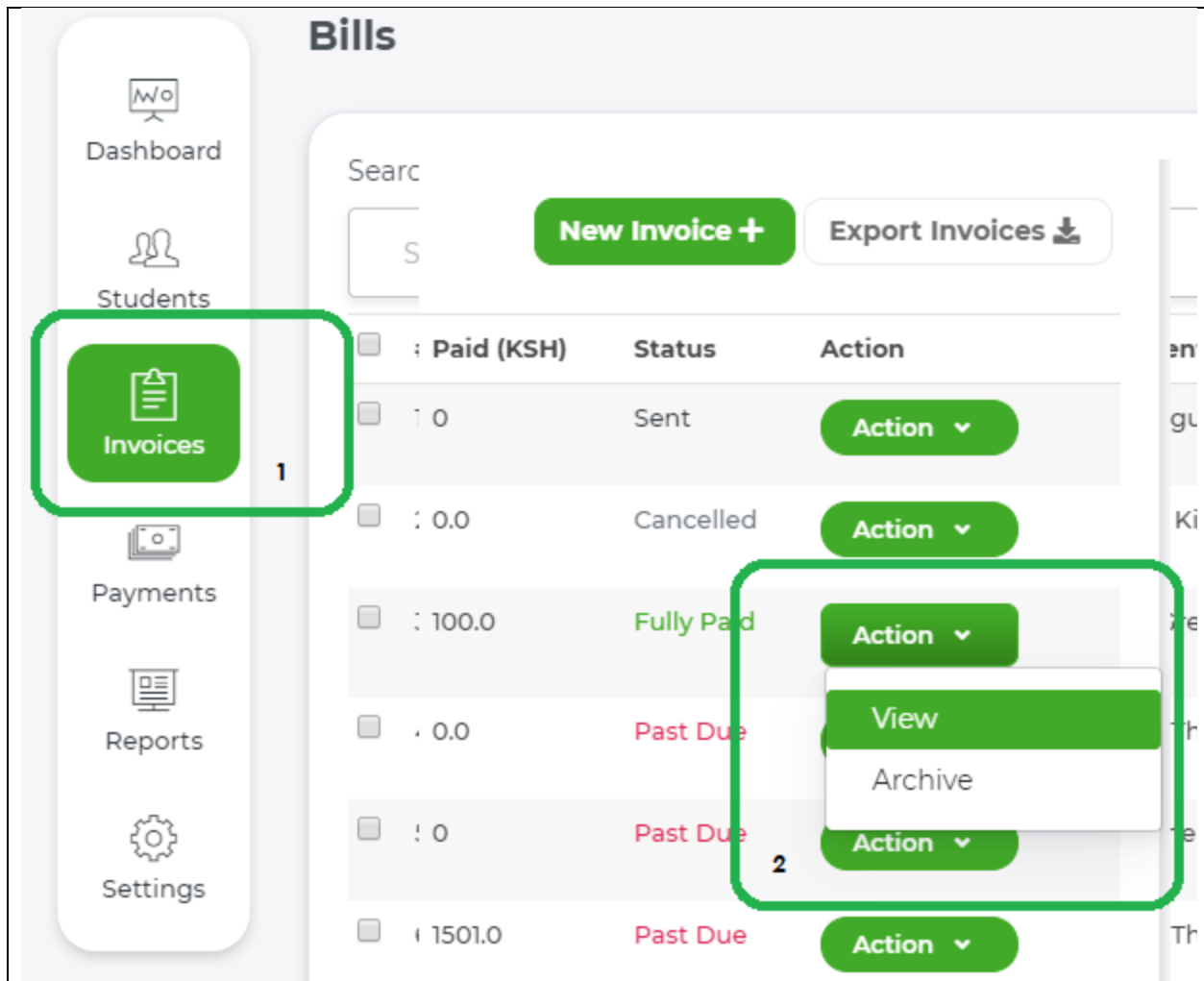
Close

**Invoices** The payment is unassigned from the invoices

#	Issued Date	Invoice Number	Billed Amount	Allocated Amount	Actions
<div style="background-color: #f8d7da; padding: 10px; border: 1px solid #f5c6cb; border-radius: 5px; display: inline-block;">                     There are no invoices linked with this payment.                 </div>					

### 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.



**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	<div style="border: 1px solid green; border-radius: 10px; padding: 5px; display: inline-block;">Unallocate</div> <b>3</b>

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 report for the period 1<sup>ST</sup> February – 29<sup>th</sup> February 2020*

Payment Summary Report      Individual Student Report      Payment Collection report

---

**Period selection**

Start Date (YYYY-MM-dd)

2020-02-01 📅

1

End Date (YYYY-MM-dd)

2020-02-29 📅

**2**  
Generate

Download

Total Amount Invoiced

KSH. 47,134.00

Total Reconciled Payments

KSH. 19,772.00

Total Outstanding Balance

KSH. 27,362.00

**3**

*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
	<b>Total</b>	<b>47134</b>	<b>27362</b>	<b>19772</b>

Total invoiced amount
Total outstanding balance
Total reconciled payments

### 5.6.2 Individual Student Report

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

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

#### N: B

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

*Sample individual report pulled for the period 1<sup>st</sup> February -29<sup>th</sup> February 2020.*

[Export](#)

#	Admission Number	Full Name	Billed Amount (KSH)	Paid Amount (KSH)	Balance (KSH)
1	001	Naomi Cheptoo	0.00	0.00	2,700.00
2	001B	Mtoto Wangu	1,600.00	-11,895.00	495.00
3	001C	Mtoto Two	0.00	0.00	0.00
4	001FR	Allan 001	0.00	0.00	197.00
5	0026	Geoffrey Bonyo	0.00	0.00	510.00
6	0091C	Mtoto Three	0.00	1.00	329.00
7	0110	sfc plc	0.00	0.00	0.00
8	0111	New NDC	0.00	0.00	296.00
9	09020W	Kiki Egessa	0.00	3,057.00	-1,610.00
10	1	Karimi N	0.00	0.00	410.00

- The report can also be exported to excel

*Sample individual report (students with balances) for the period 1<sup>st</sup> February -29<sup>th</sup> February 2020.*

[Export](#)

#	Admission Number	Full Name	Billed Amount (KSH)	Paid Amount (KSH)	Balance (KSH)
1	001	Naomi Cheptoo	0.00	0.00	2,700.00
2	001B	Mtoto Wangu	1,600.00	-11,895.00	495.00
3	001FR	Allan 001	0.00	0.00	197.00
4	0026	Geoffrey Bonyo	0.00	0.00	510.00
5	0091C	Mtoto Three	0.00	1.00	329.00
6	0111	New NDC	0.00	0.00	296.00
7	1	Karimi N	0.00	0.00	410.00
8	10001	Lady Odour	0.00	150.00	44,850.00

*Sample individual report (students without balances) for the period 1<sup>st</sup> February -29<sup>th</sup> February 2020.*

#	Admission Number	Full Name	Billed Amount (KSH)	Paid Amount (KSH)	Balance (KSH)
1	001C	Mtoto Two	0.00	0.00	0.00
2	0110	sfc plc	0.00	0.00	0.00
3	09020W	Kiki Egessa	0.00	3,057.00	-1,610.00
4	1042AW	Hallowani Namaste	0.00	0.00	0.00
5	1042Ds	Clarinewe Satanaa	0.00	0.00	0.00
6	1042X3	Harrietta Kipchogeki	0.00	0.00	0.00
7	1043Y5	Patriceni Keinowa	0.00	0.00	-3,000.00
8	1044Z2	Bellada Nasimiyu	0.00	0.00	0.00
9	10983	Christine Faustine	0.00	0.00	-12,840.00
10	1102	Mwanakeni Kega	0.00	10,000.00	-4,600.00
11	112	Neema Wambui	0.00	1,000.00	-19,700.00

### 5.6.3 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 students.

*Sample of the payment collect report from 1<sup>st</sup> February to 29<sup>th</sup> February 2020*

#	Date	Admission Number	Student Name	Transaction ID	Amount (KSH)	Method
1	2/3/20, 9:15 AM	ADM987	Sidney Kimtai	OB32S0SUF6	1.00	MPESA
2	2/3/20, 9:18 AM	ADM987	Sidney Kimtai	OB3450V7B8	50.00	MPESA
3	2/4/20, 4:13 PM	ADM987	Sidney Kimtai	TRF-0W6T4QP	11,900.00	Transfer
4	2/7/20, 12:03 PM	9174	Shadrack Shadrack	OB70W5ELM6	100.00	MPESA
5	2/7/20, 12:08 PM	9174	Shadrack Shadrack	BNK-LHYVA4K	500.00	Bank
6	2/4/20, 4:13 PM	001B	Mtoto Wangu	TRF-0W6T4QP	-11,900.00	Transfer
7	2/12/20, 2:13 PM	001B	Mtoto Wangu	OBC51ADLUF	1.00	MPESA
8	2/15/20, 2:36 AM	001B	Mtoto Wangu	OBF93F20H7	1.00	MPESA
9	2/15/20, 2:36 AM	001B	Mtoto Wangu	OBF43F2VP8	2.00	MPESA
10	2/15/20, 2:39 AM	001B	Mtoto Wangu	OBF83F3ANO	1.00	MPESA
11	2/3/20, 11:55 AM	0091C	Mtoto Three	OB325T8HV4	1.00	MPESA

### 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 parent* makes the payment acknowledgement message is sent to both primary secondary parent**
- ***Primary parent* makes payment acknowledgement message is only sent to primary parent**
- **Delete invoice and payments is irreversible (Reports)**
- **Once amount is recorded cannot be deleted (incase of mistake and amount is recorded twice cannot be deleted)**



Simple • Transparent • Honest

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