Enhanced SP generic billing system

User guide

Table of Contents

List of figures 3

1. Introduction 4

1.1. Overview of the system 4

1.2. User Manual Overview 4

1.3. What is Covered in the User Manual ? 4

1.4. Who Should Use the User Manual ? 4

1.5. System requirements 4

2. Features 4

2.1. Login page 5

2.2. User profile 7

2.2.1. To edit user profile 7

2.2.2. To change password 8

3. Bill management 9

3.1. To create Bill 9

3.2. To search for bills 12

3.3. To cancell bills 14

3.4. Bulk bills 15

3.4.1. To create Bulk bills 15

3.4.2. Bulk bill history 16

3.4.3. Bulk bill CTN File 17

4. Payment 19

4.1. Search for Payment 19

5. Reports 20

5.1. Collection centres reports 20

5.2. Other reports 21

List of figures

Figure 1 : Log in page 5
Figure 2 : Homepage 6
Figure 3 : User profile 7
Figure 4 : Editing user profile details 8
Figure 5 : Changing password 9
Figure 6 : Bill creation 11
Figure 7: Search for bill 12
Figure 8 : Clear search fields 13
Figure 9 : Bill cancellation 14
Figure 10 : Bulk bill creation form 15
Figure 11 : Bulk bill creation form 16
Figure 12 : Downloading Bulk Bill CTN File 17
Figure 13 : Downloading error found on file 18
Figure 14 : Search for payment 19
Figure 15 : Reports 20
Figure 16 : Other reports 21

1. Introduction

1.1. Overview of the system

SP generic billing system is a web based application system designed to be used by MoFP employees, MDA employees and LGA employees who are key stakeholders in the process of collecting Government Revenue.SP generic billing sytem provides a robust billing management system that automatically tracks activities and revenue. SP generic billing system enables you to perform many common business tasks, including:

- Bill creation
- Easily access of information about bills created and payments records.
- Reconciliation of transactions.
- Generation of revenue collection reports.

1.2. User Manual Overview

This user manual provides information regarding the setup and use of the SP generic billing system. Reviewing the user guide can help you make informed decisions regarding the implementation of the enhanced SP generic billing system.

1.3. What is Covered in the User Manual ?

The user manual consists primarily of procedures and steps that describe how to perform various tasks in the sp generic billing system. The User Manual provides instructional support and guidance to Authorized registered users of Government Electronic Payment Gateway (GePG). The manual focuses on access, navigation, use and management of the system to users.

1.4. Who Should Use the User Manual ?

The user manual is designed for GePG administrators and users who are new to SP generic billing system. The guide provides the information necessary to set up and operate a successful sp generic billing system.

1.5. System requirements

The SP generic billing system can be accessed using an electronic device or a computer system with the following minimum specifications :-

- Web browser
- A viable internet or network connection.

2. Features

The Government Electronic Payment Gateway (GePG) has been designed using the latest technology to ensure real time interactivity and includes multiple features as listed below:

- Login Page
- Home Page / GePG Dashboard
- User Profile
- User Management
- Bill Management
- Payments
- Collections
- Reports
- Settings

2.1. Login page

In order to login to the GePG, you need to have defined credentials that are username and password. Then you can access the system through the URL http://billing.gepg.go.tz

The following are steps to Login :-

i. Enter your username
ii. Enter your password
iii. Click log in

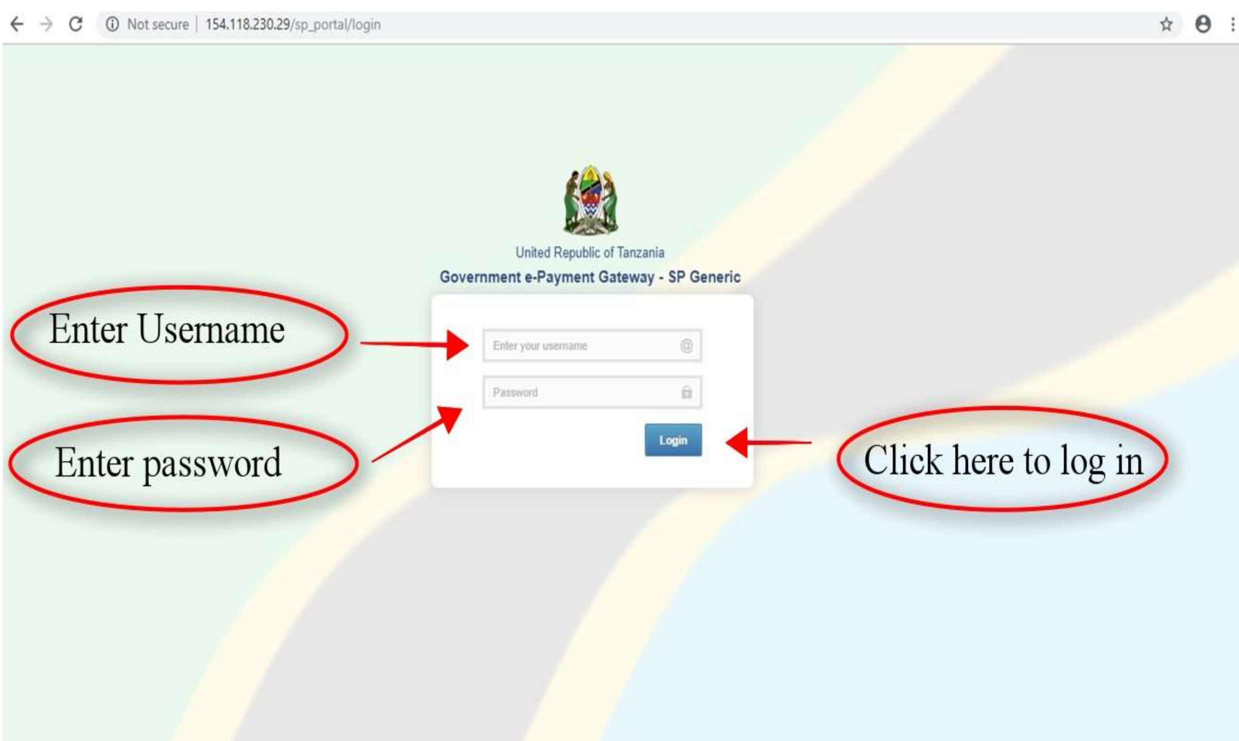


Figure 1 : Log in page

NOTE : If you don't have log in credentials please contact your system administrator .

After log in successfully, your screen will look like this. (GePG dashboard) .

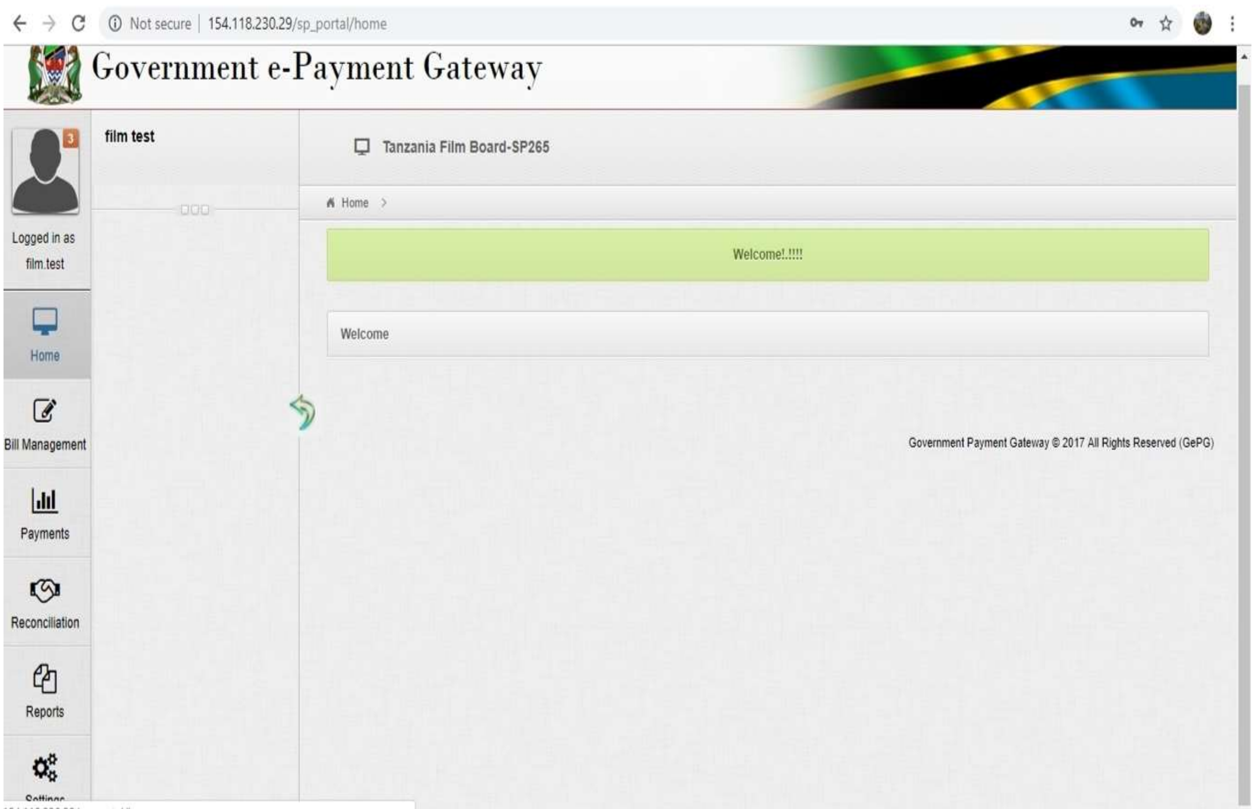


Figure 2 : Homepage

2.2. User profile

This feature contains your (user's) personal information including user details modifications and log out functionality. You may be able to make changes to your user profile.

2.2.1. To edit user profile

Click once on User profile picture at the top left corner of homepage. Then my profile and log out features will be displayed as show in the picture below :-

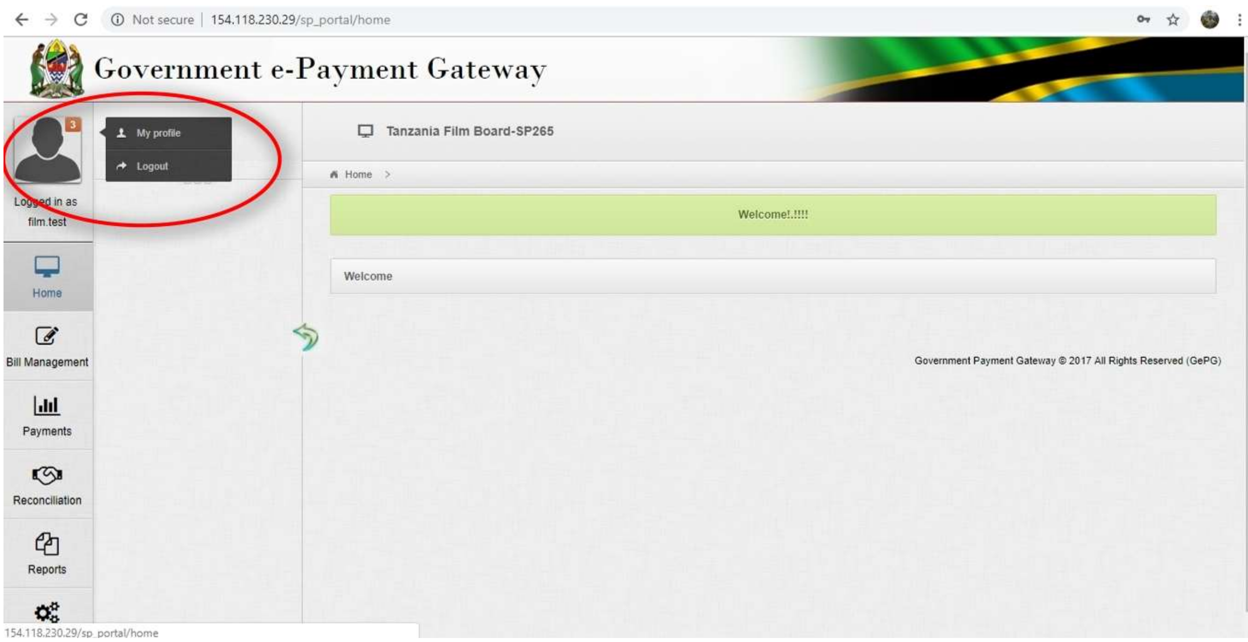


Figure 3 : User profile

1. To edit user profile , click my profile and change any editable field to modify User's profile personal information such as email address, address and phone number.
2. Click my profile and change any editable field to modify User's profile personal information such as email address, address and phone number.
3. Click update  to save the changes .

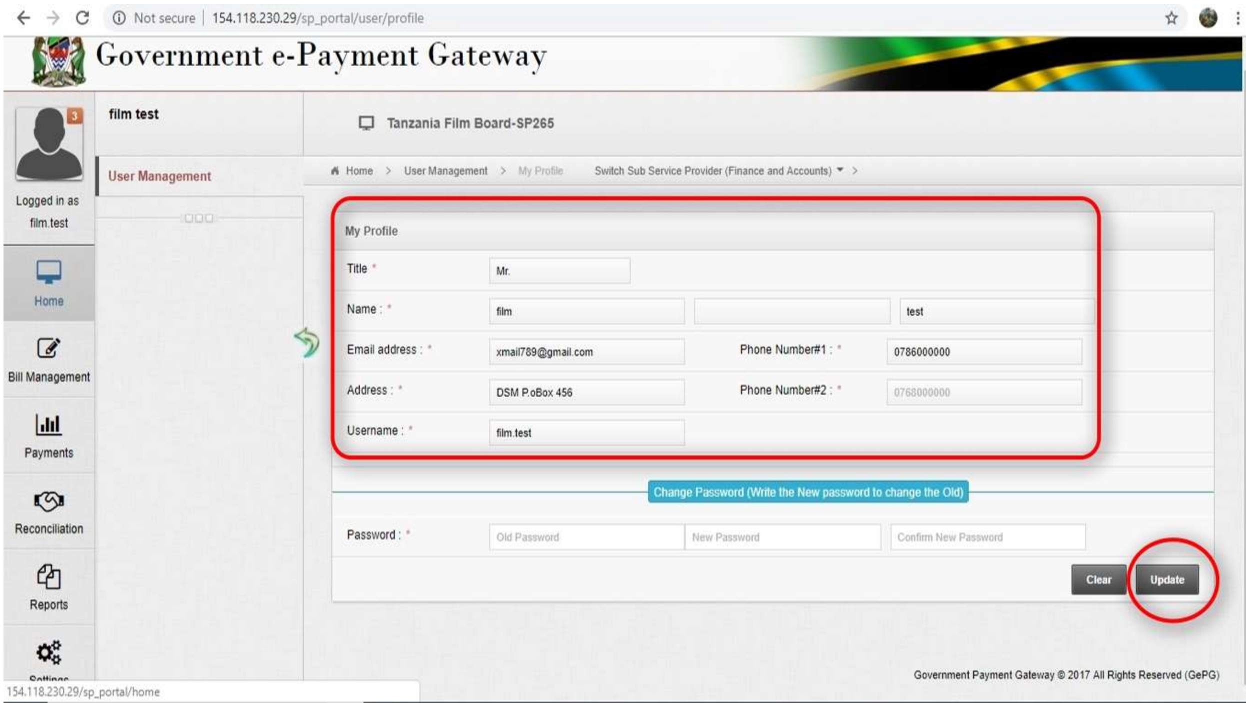
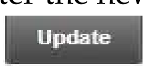


Figure 4 : Editing user profile details

2.2.2. To change password

1. Click in New Password field and enter New Password (if you want to change your current password).
2. Re-enter the new password in the Confirm Password field for confirmation.
3. Click 

 to save the changes.

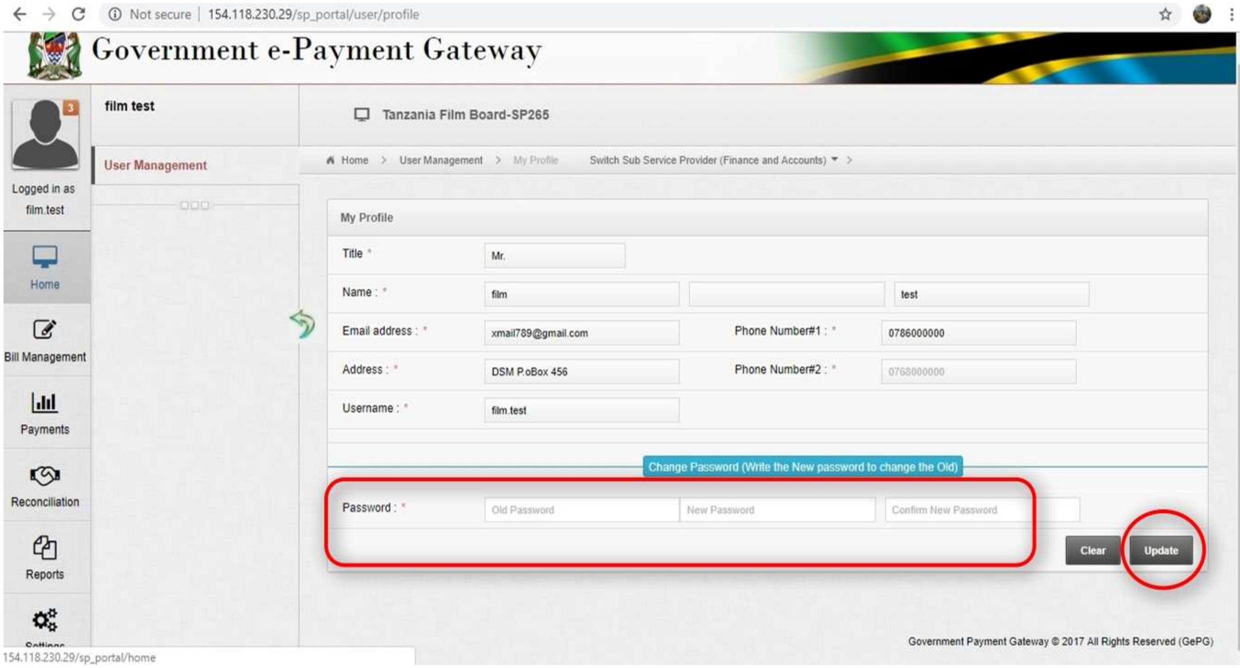


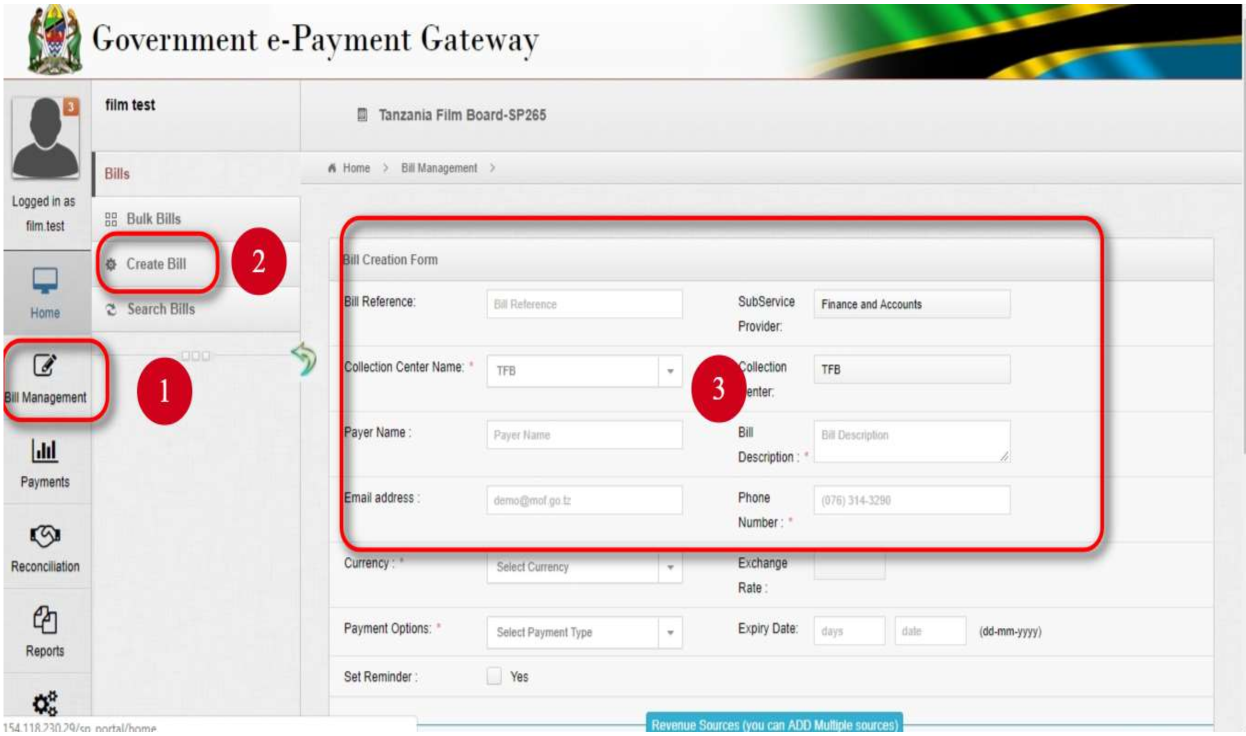
Figure 5 : Changing password

3. Bill management

GePG provides bill management to facilitate bills preparation and reporting by various Service providers . The feature involves creation of bills , searching for bills as well as creation of bills in bulk.

3.1. To create Bill

1. Click " Bill Management" (Create Bill , Search Bills, create bulk bill ,bulk bill history and bulk bill CTN file will be displayed).
2. Click Create Bill (The Bill Creation form will be displayed)
3. Fill Payer's information (i.e. Payer Name, Bill Description, Email address and Phone number) as shown in the figure below: -



4. Fill bill information by selecting the currency (The appropriate Exchange Rate will display), Payment type and Expiry date (Bill Expiry Date).
5. Click in the set reminder check box to put a tick, if you want the bill reminder messages to be sent to the payer.
6. Select the revenue source(s) for the bill and enter the Amount corresponding to that source.
7. Enter the Miscellaneous Amount for that Revenue Source if any.
8. Enter Bill Reference

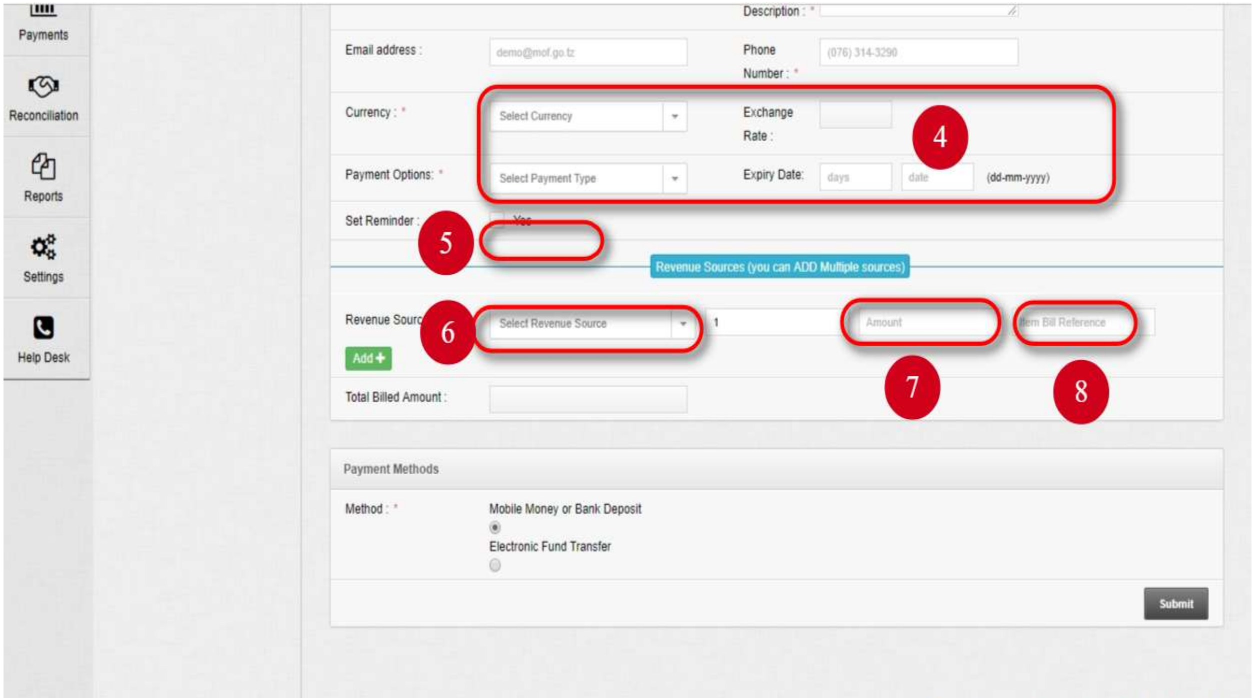
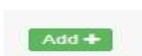


Figure 6 : Bill creation

NOTE : If the Bill, is for more than one "Revenue Sources

9. Click  to append and enter the next revenue source details (If the Bill, is for more than one "Revenue Sources").
10. Click  at the right most part of line (If you want to delete any of the appended Revenue Source(s)).
11. Select bill payment method (Mobile money or bank deposits).
12. Click "  " to save the bill.

3.2. To search for bills

To search for any bill you must follow the following steps :-

1. Click on the bill management module
2. Click “search bill’ tab
3. Select one of the bill type between “ Pending , “Settled bill “ or cancelled depending on the type of bill you are searching.
4. Enter control number or bill reference for the bill you are searching for
5. Click search bill button to search for a bill

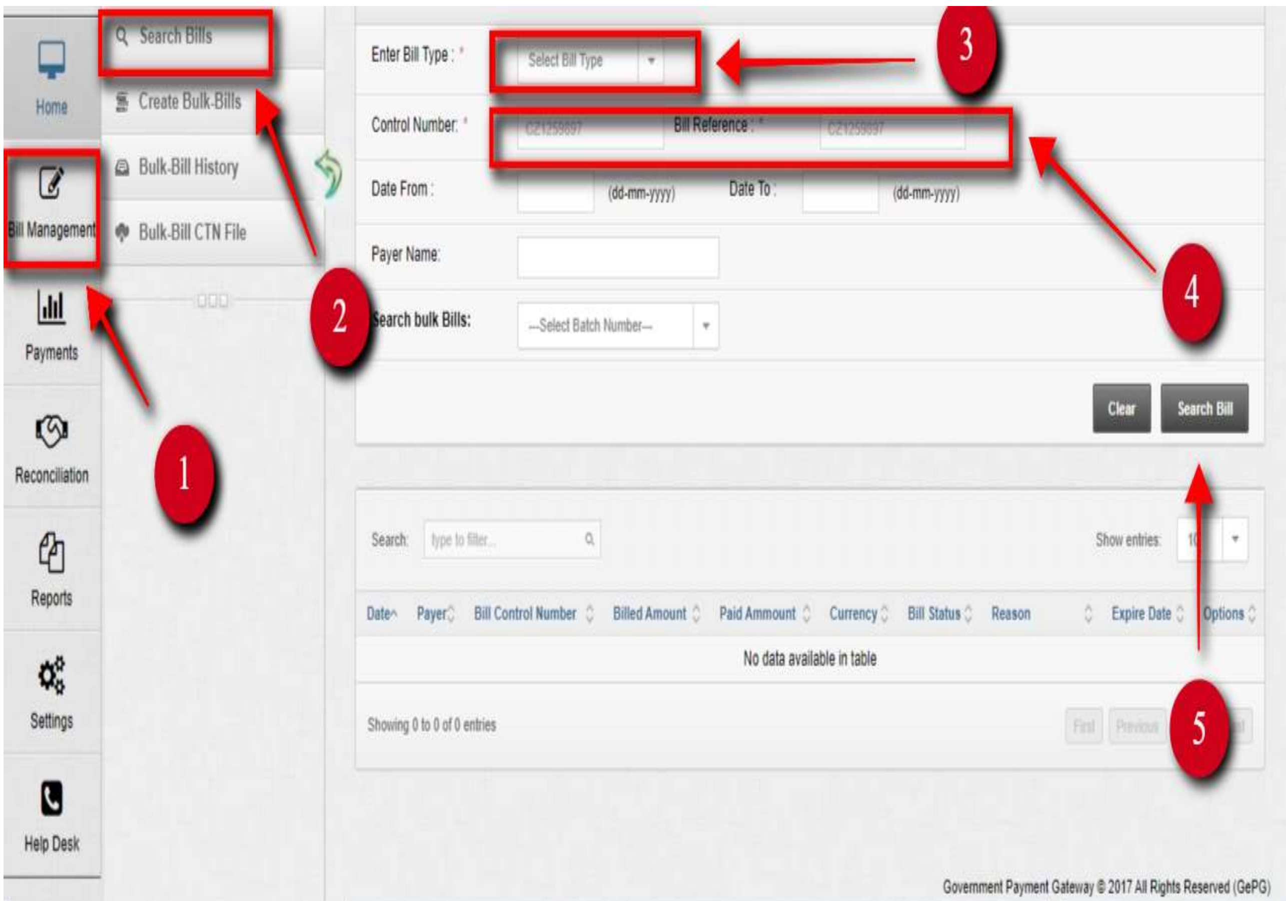


Figure 7: Search for bill

NOTE : You can use clear button to clear search field during searching.

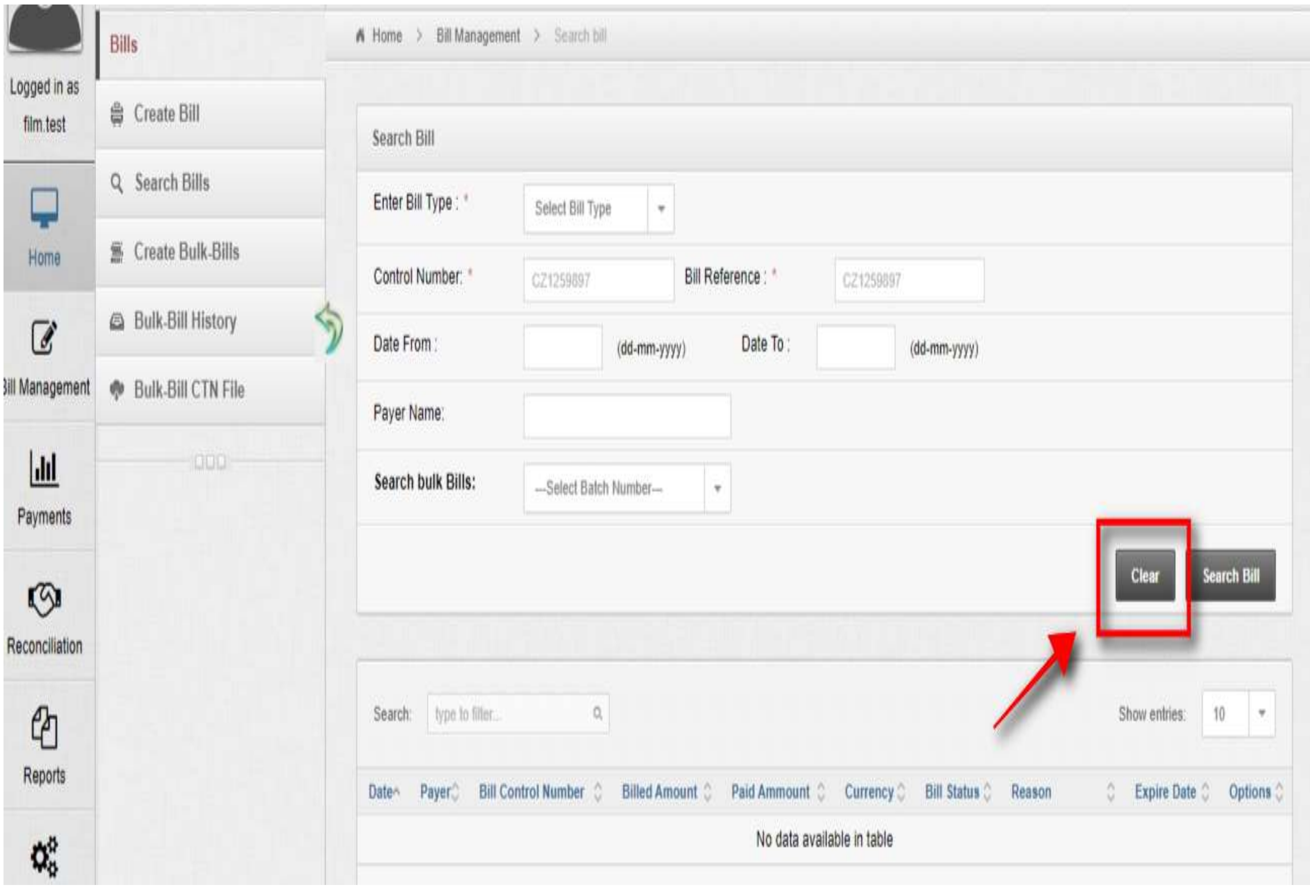


Figure 8 : Clear search fields

3.3. To cancell bills

Click the “ ” option at the right most part of the row if you want to cancell bill details.

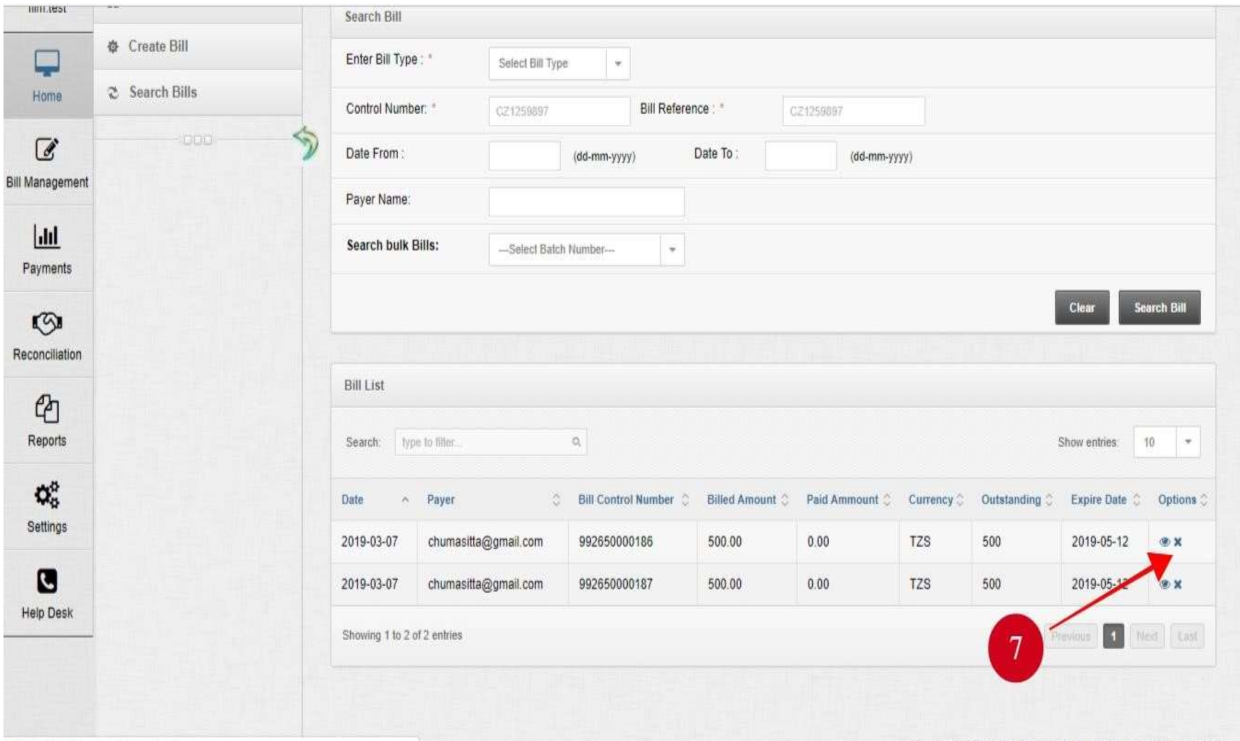


Figure 9 : Bill cancellation

NOTE : Due to segregation of duties and access rights only the manager can cancel the bill. The reason for bill cancellation should be provided during bill cancellation.

3.4. Bulk bills

This feature allow user to create multiple bills for different customers at the same time . User must have a prepared file consist of customers or payer records in excel format. The sample file for bulk bills is provided and can be downloaded.

3.4.1. To create Bulk bills

To create bulk bills the following steps must be followed :-

1. Click on " Create Bulk Bills " tab
2. Fill in the fields as shown in the figure below. The Bulk bill batch number will be generated automatically . You must enter Bulk Bill description , select currency and one of the payment options. You must also specify expiry date by selecting expire date and then select one of the revenue source that will be collected.

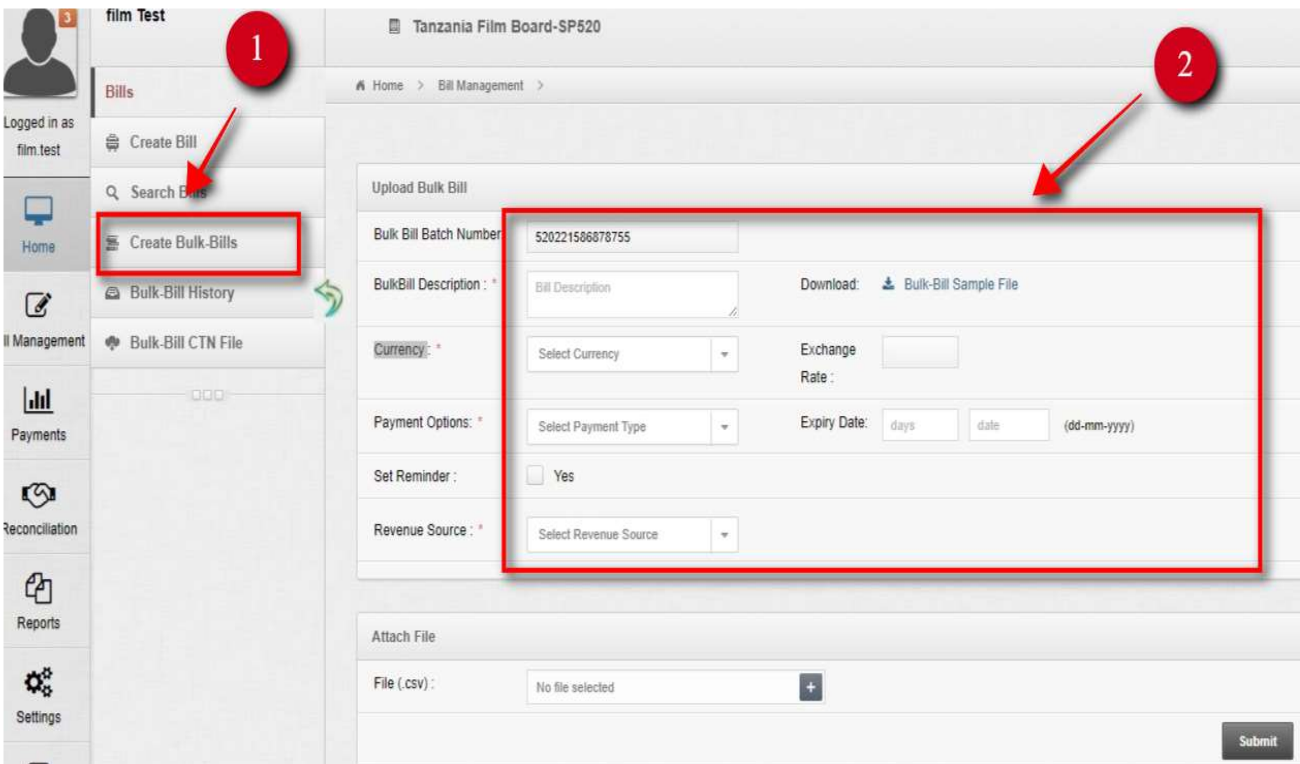


Figure 10 : Bulk bill creation form

3. After selecting the appropriate revenue source click + to select prepared file consisting of customers or payer records .
4. Click submit " Submit to upload the file.

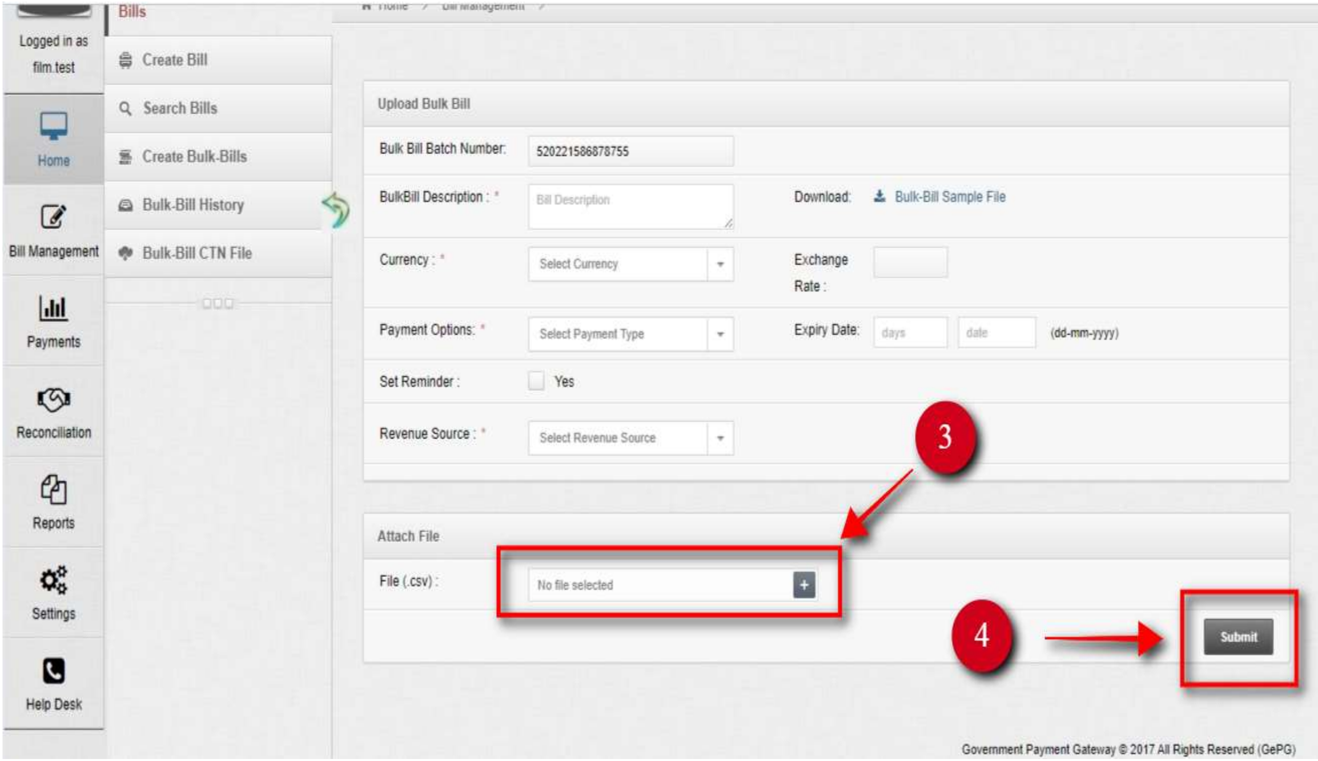


Figure 11 : Bulk bill creation form

3.4.2. Bulk bill history

To view history of the file uploaded you may click " Bulk bill history tab " . This tab allows you view records details including number of items or records for the uploaded file.

3.4.3. Bulk bill CTN File

To download file consists of records with control numbers, you must

1. Click “Bulk bill CTN File ” tab.
2. Then you must click “download CTN file ” button to download the file.

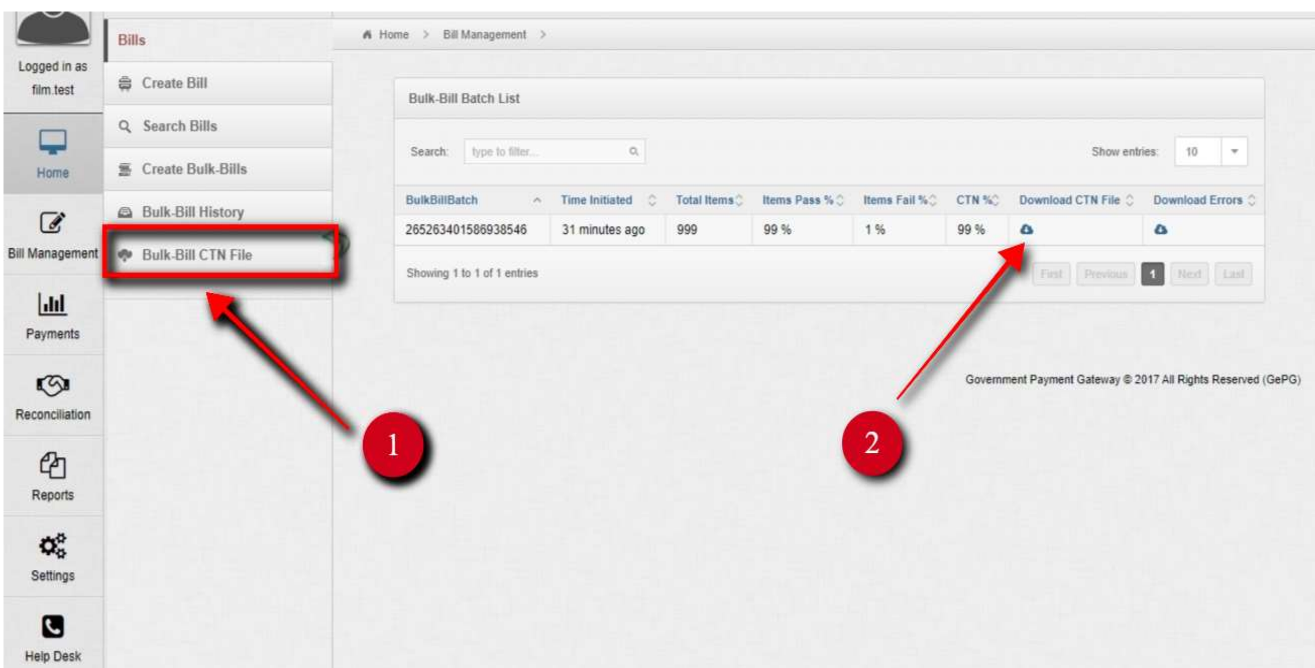


Figure 12 : Downloading Bulk Bill CTN File

NOTE . There would be errors in records within the file. These errors will cause some of the records not to be processed and get control numbers.

These may cause some of the records not to be present on the file. To download file consisting of errors click on " Download errors " tab as shown in the figure below .

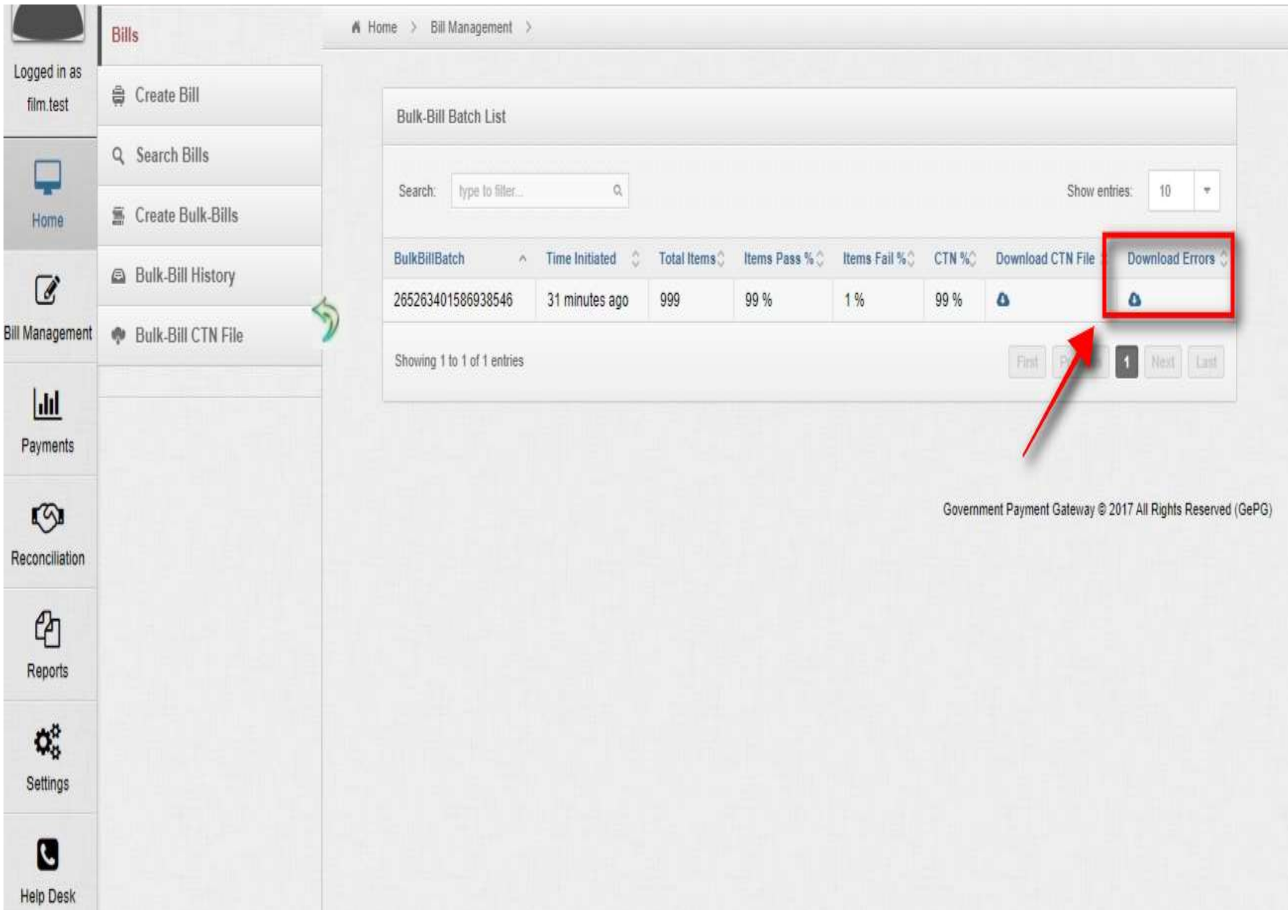


Figure 13 : Downloading error found on file

4. Payment

This feature allows user(s) to Search and View details of the Payments made through Payment Service Providers (PSP).

4.1. Search for Payment

To search for payment follow the following steps :-

1. Click on Payment.
2. Click on "Search Payments"
3. On the date filter select date
4. Click search payments " 

" to view payments .

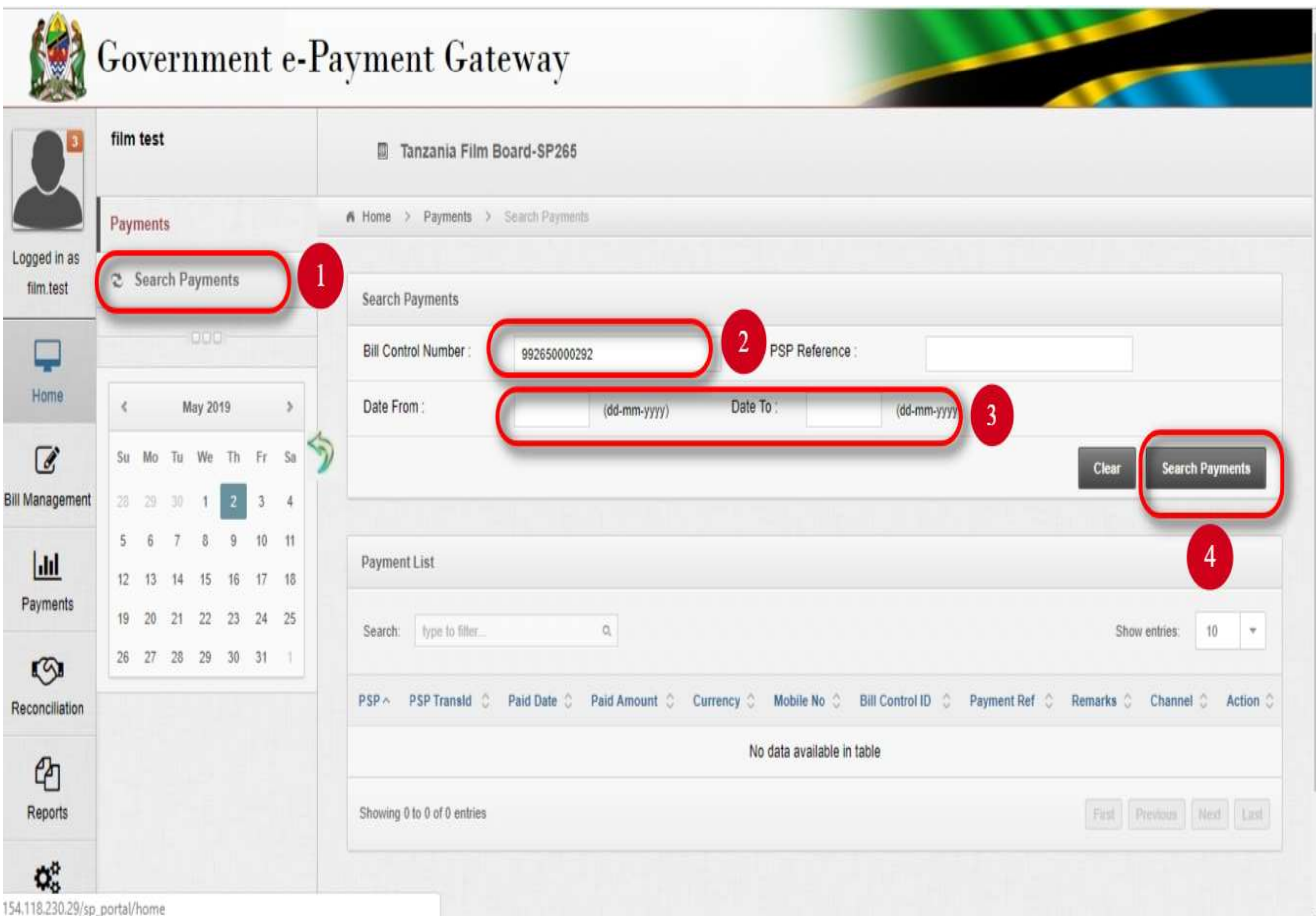


Figure 14 : Search for payment

5. Reports

This section contains the standard reports offered with the SP generic billing system. This allows user(s) to have a well-formatted and organized presentation of data that have been processed and stored by the system.

5.1. Collection centres reports

Use the collection centres reports to view a summary of all collection centres collections through the specified cutoff date**.**

To view collection centres reports follow the following steps :-

1. Click Report
2. Click collections centres reports.
3. In the filter select date range i.e date from to date to.
4. Click " Search " 

to get the Report based on search criteria.

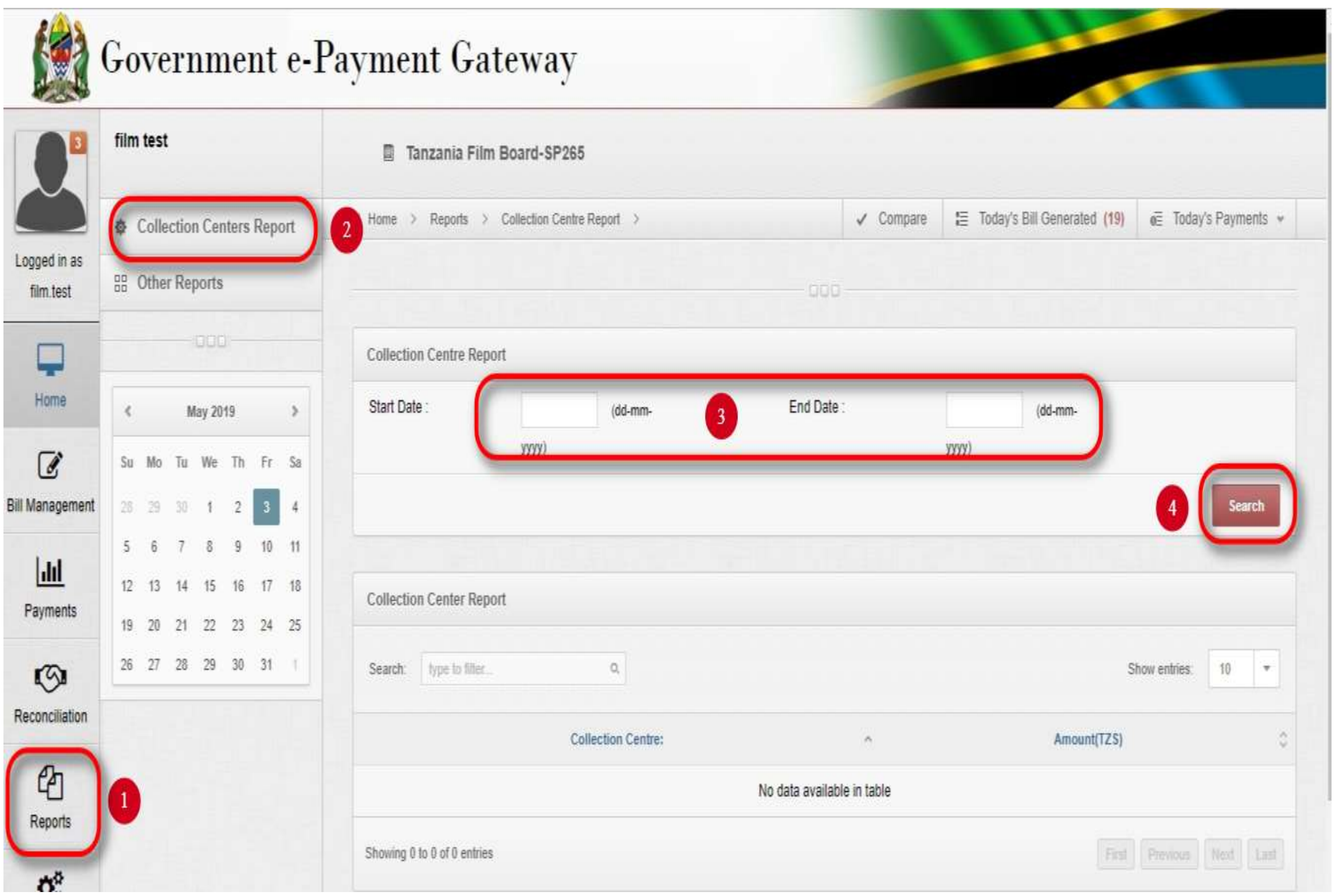


Figure 15 : Reports

5.2. Other reports

GepG includes many other system reports that can be used to gain insights into how collection is going on.

Navigate to eye-like icon " " then click to view reports details.

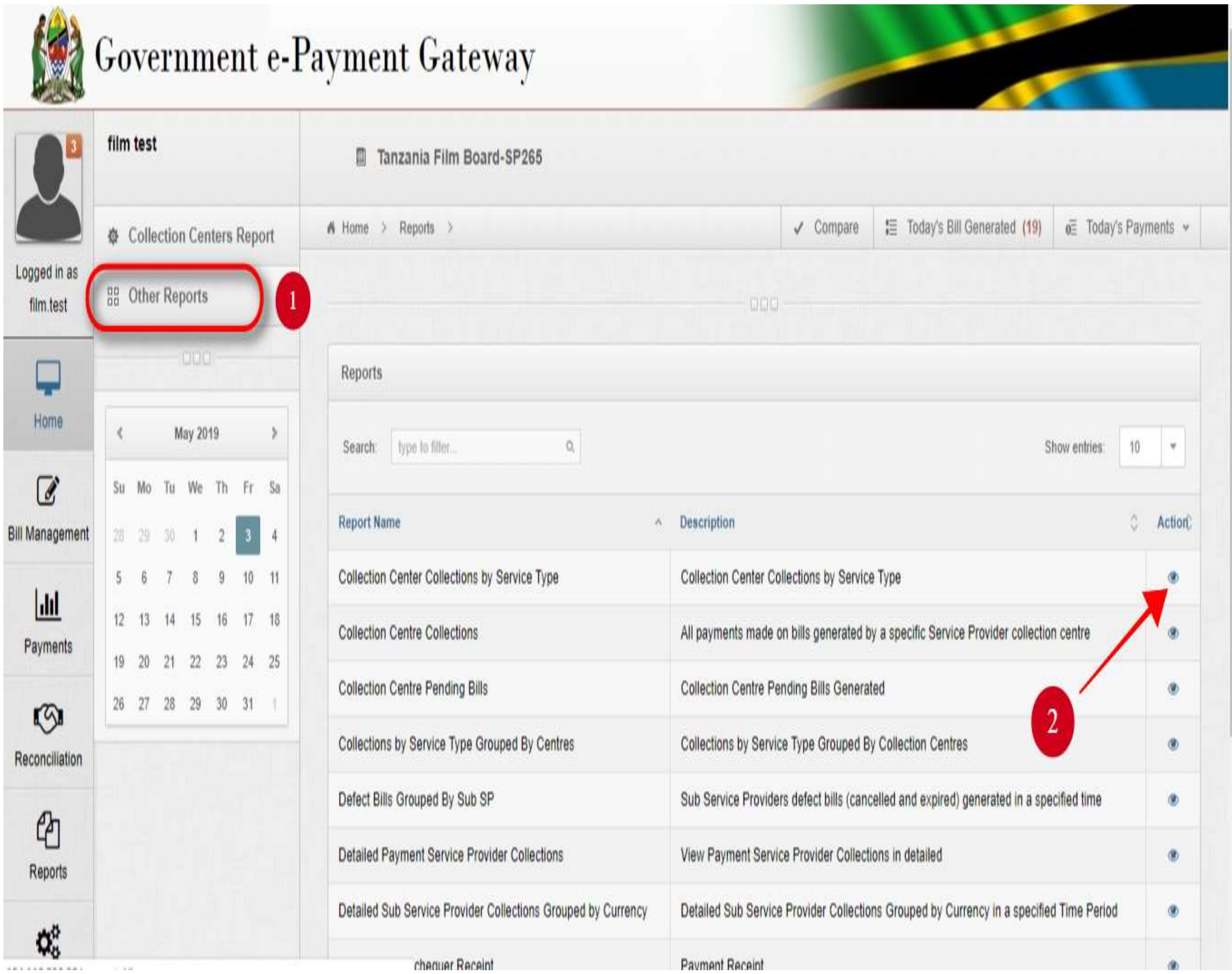


Figure 16 : Other reports