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Manuals & Guidelines

GePG

2019

Enhanced SP Generic Billing System, 2019

The United Republic of Tanzania

Ministry of Finance

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Enhanced SP generic billing system

User guide

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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 :-

- Enter your username
- Enter your password
- Click log in

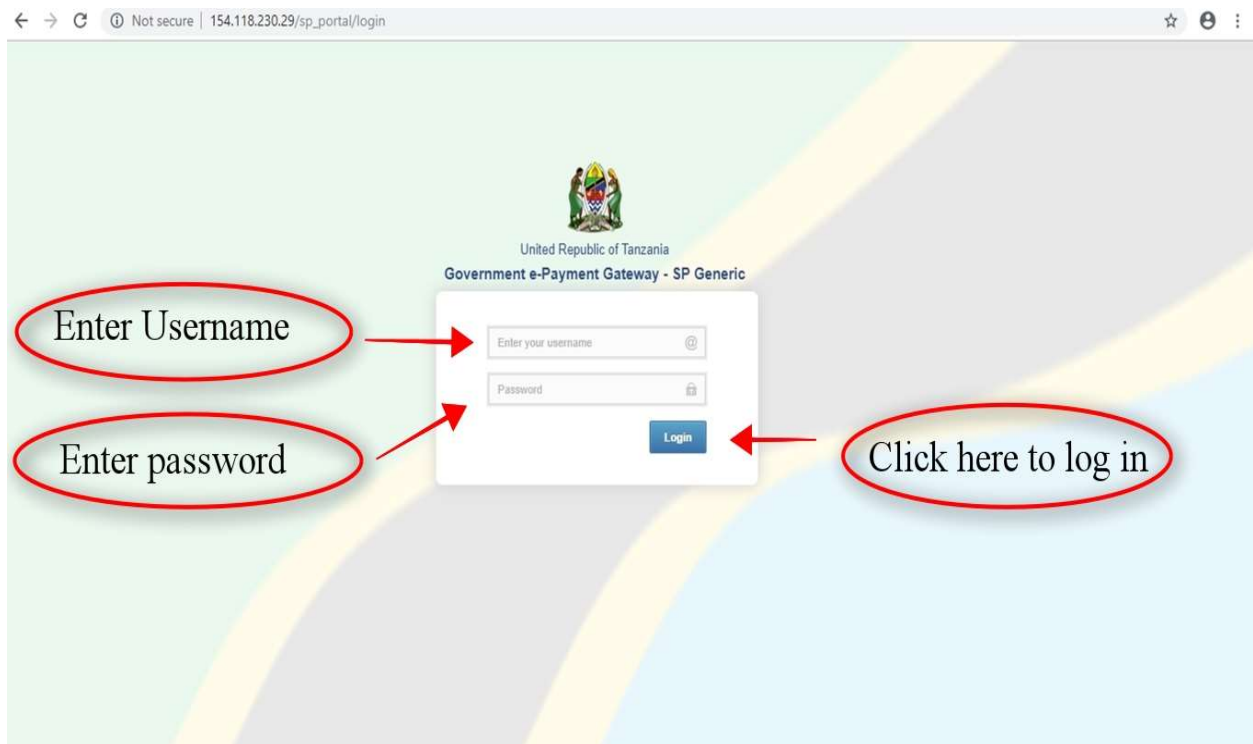


Figure 1 : Log in page



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) .

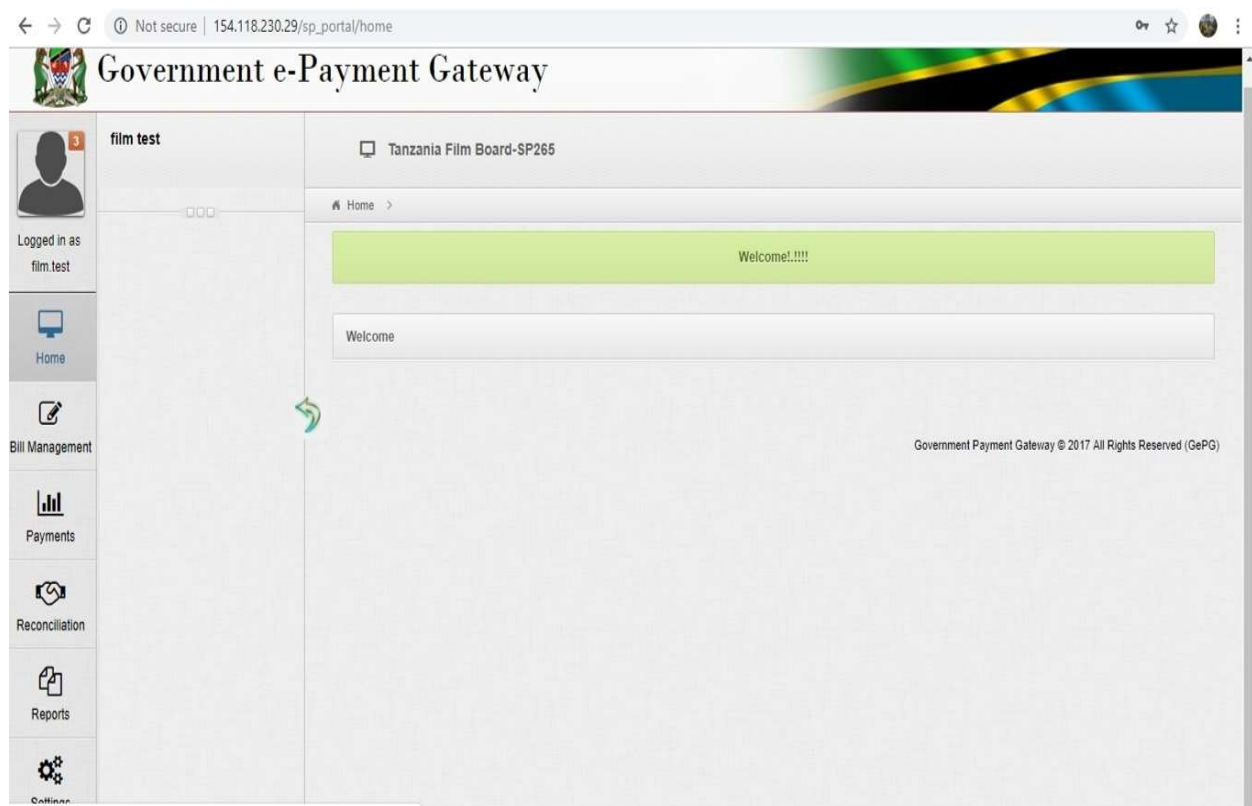


Figure 2 : Homepage

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 :-

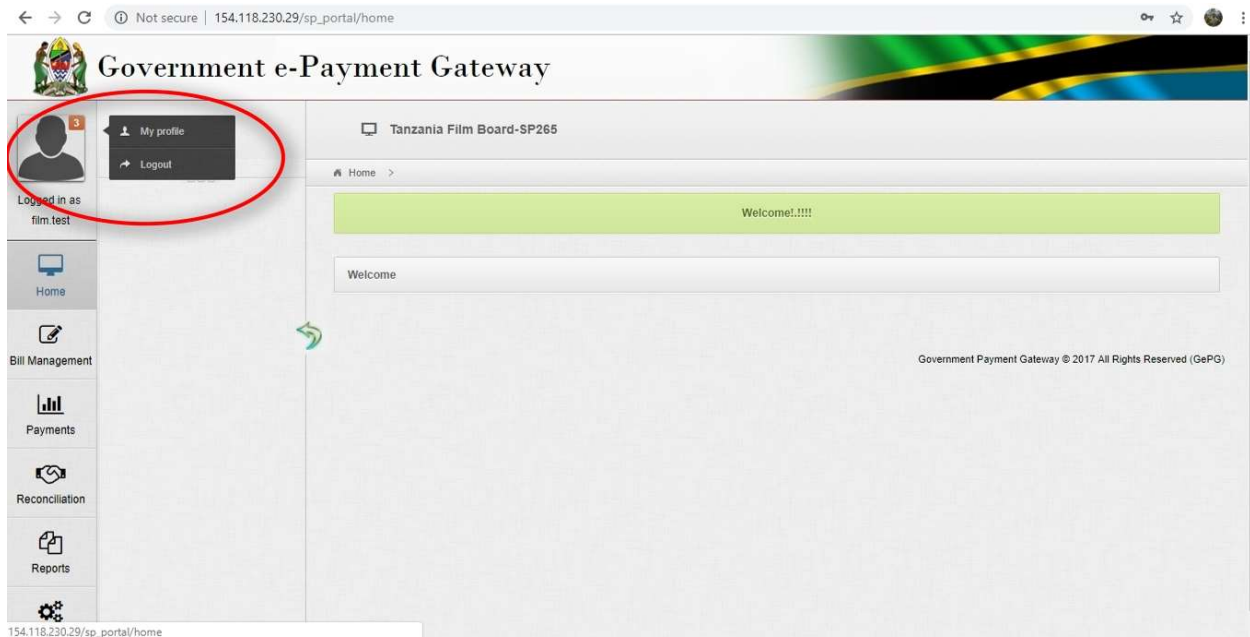



Figure 3 : User profile

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 .

Government e-Payment Gateway

film test

Tanzania Film Board-SP265

User Management

Home > User Management > My Profile

Switch Sub Service Provider (Finance and Accounts)

My Profile

Title * Mr.

Name : * film test

Email address : * xmail789@gmail.com Phone Number#1 : * 0786000000

Address : * DSM PoBox 456 Phone Number#2 : * 0786000000

Username : * film test

Change Password (Write the New password to change the Old)

Password : * Old Password New Password Confirm New Password

Clear Update

Government Payment Gateway © 2017 All Rights Reserved (GePG)

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 **Update** to save the changes.

Government e-Payment Gateway

film test

Tanzania Film Board-SP265

User Management

Home > User Management > My Profile

Switch Sub Service Provider (Finance and Accounts)

My Profile

Title * Mr.

Name : * film test

Email address : * xmail769@gmail.com Phone Number#1 : * 0786000000

Address : * DSM PoBox 456 Phone Number#2 : * 0768000000

Username : * film.test

Change Password (Write the New password to change the Old)

Password : * Old Password New Password Confirm New Password

Clear Update

Government Payment Gateway © 2017 All Rights Reserved (GePG)

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: -

Government e-Payment Gateway

Tanzania Film Board-SP265

Home > Bill Management >

Logged in as film test

Bills

Bulk Bills

Create Bill

Search Bills

Home

Bill Management

Payments

Reconciliation

Reports

154.118.730.79/enportal/home

Revenue Sources (you can ADD Multiple sources)

Bill Creation Form

Bill Reference: Bill Reference SubService: Finance and Accounts Provider:

Collection Center Name: * TFB Collection Center: TFB

Payer Name: Payer Name Bill Description: *

Email address: demo@mof.go.tz Phone Number: * (076) 314-3290

Currency: * Select Currency Exchange Rate:

Payment Options: * Select Payment Type Expiry Date: days date (dd-mm-yyyy)

Set Reminder: ☐ Yes

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

The screenshot shows a web application interface for creating a bill. On the left is a sidebar with navigation links: Payments, Reconciliation, Reports, Settings, and Help Desk. The main form area contains the following fields and sections:

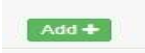


- Description:** A text field at the top right.
- Email address:** A text field with the value "demo@mof.go.tz".
- Phone Number:** A text field with the value "(076) 314-3290".
- Currency:** A dropdown menu labeled "Select Currency".
- Exchange Rate:** A text field.
- Payment Options:** A dropdown menu labeled "Select Payment Type".
- Expiry Date:** Fields for "days", "date", and a format "(dd-mm-yyyy)".
- Set Reminder:** A dropdown menu with "Yes" selected.
- Revenue Sources (you can ADD Multiple sources):** A section containing a table with columns "Revenue Source", "1", "Amount", and "Item Bill Reference". A green "Add +" button is to the left of the table.
- Total Billed Amount:** A text field.
- Payment Methods:** A section with a "Method:" label and two radio button options: "Mobile Money or Bank Deposit" (selected) and "Electronic Fund Transfer".
- Submit:** A dark grey button at the bottom right.

Red circles with numbers 4 through 8 highlight specific elements: 4 points to the Currency dropdown, 5 points to the Set Reminder dropdown, 6 points to the Revenue Source dropdown, 7 points to the Amount field, and 8 points to the Item Bill Reference field.

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

The screenshot displays the 'Search Bills' interface in the Government Payment Gateway (GePG). The sidebar on the left contains navigation links: Home, Bill Management (highlighted with a red box and arrow 1), Payments, Reconciliation, Reports, Settings, and Help Desk. The main form area has a 'Search Bills' tab (highlighted with a red box and arrow 2). Below the tab, there are input fields for 'Enter Bill Type' (a dropdown menu with 'Select Bill Type' selected, highlighted with a red box and arrow 3), 'Control Number' (containing 'C21255897', highlighted with a red box and arrow 4), and 'Bill Reference' (containing 'C21255897', highlighted with a red box and arrow 4). There are also fields for 'Date From', 'Date To', and 'Payer Name'. A 'Search bulk Bills' section includes a 'Select Batch Number' dropdown. At the bottom right of the form are 'Clear' and 'Search Bill' buttons. Below the form is a search bar with the placeholder 'type to filter...', a 'Show entries' dropdown set to '10', and a table with columns: Date, Payer, Bill Control Number, Billed Amount, Paid Amount, Currency, Bill Status, Reason, Expire Date, and Options. The table currently shows 'No data available in table' and 'Showing 0 to 0 of 0 entries'. At the bottom right of the table are 'First', 'Previous', and 'Next' buttons (highlighted with a red box and arrow 5). The footer of the page reads 'Government Payment Gateway © 2017 All Rights Reserved (GePG)'.

Figure 7: Search for bill



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

Home > Bill Management > Search bill

Search Bill

Enter Bill Type : *

Control Number : * Bill Reference : *

Date From : (dd-mm-yyyy) Date To : (dd-mm-yyyy)

Payer Name:

Search bulk Bills:


Search:

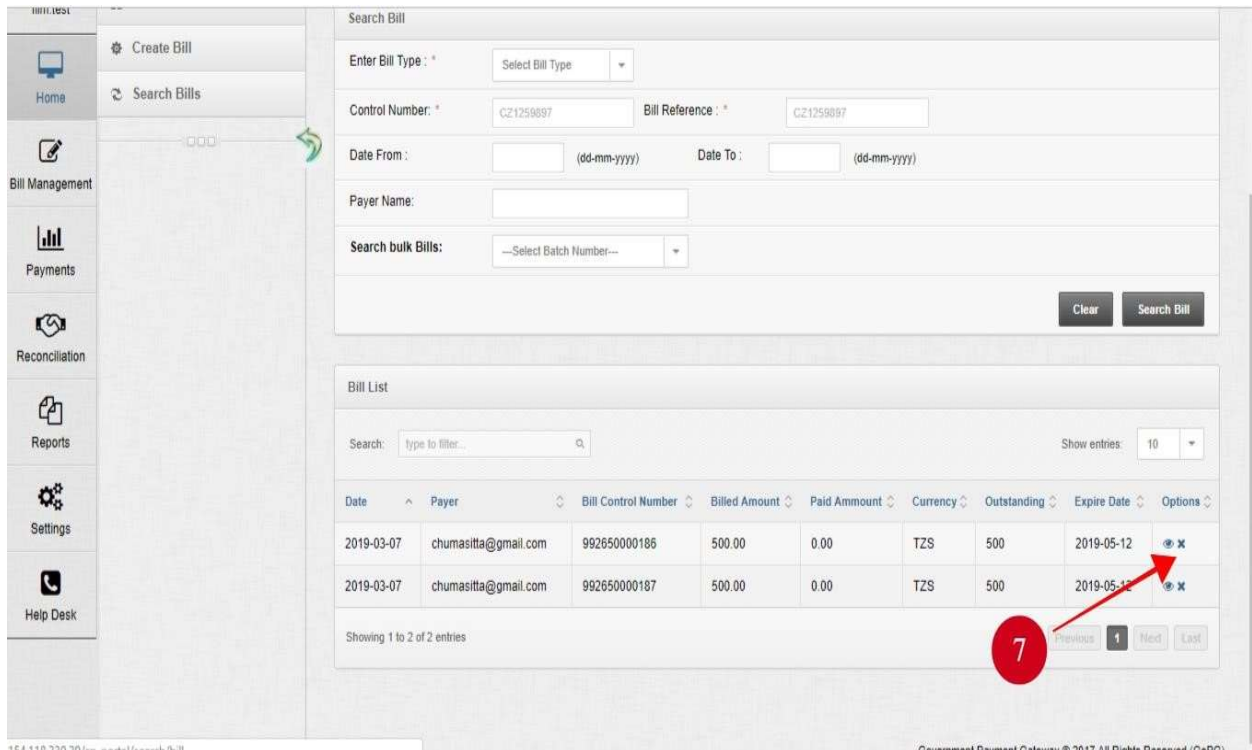
Show entries:

| Date | Payer | Bill Control Number | Billed Amount | Paid Ammount | Currency | Bill Status | Reason | Expire Date | Options |
|----------------------------|-------|---------------------|---------------|--------------|----------|-------------|--------|-------------|---------|
| No data available in table | | | | | | | | | |

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.



The screenshot displays the 'Bill Management' interface. On the left is a sidebar with navigation options: Home, Bill Management, Payments, Reconciliation, Reports, Settings, and Help Desk. The main area is titled 'Search Bill' and contains several input fields: 'Enter Bill Type' (a dropdown menu), 'Control Number' (GZ1259897), 'Bill Reference' (GZ1259897), 'Date From' and 'Date To' (both empty with date format hints), 'Payer Name' (empty), and 'Search bulk Bills' (a dropdown menu). Below these fields are 'Clear' and 'Search Bill' buttons. The 'Bill List' section below shows a table with columns: Date, Payer, Bill Control Number, Billed Amount, Paid Ammount, Currency, Outstanding, Expire Date, and Options. Two entries are listed, both from 'chumasitta@gmail.com' with a billed amount of 500.00 and an outstanding amount of 500. The 'Options' column for each entry contains an eye icon and a red 'x' icon. A red circle with the number 7 highlights the 'x' icon in the second row. Below the table, it says 'Showing 1 to 2 of 2 entries' and there are pagination controls: 'Previous', '1', 'Next', and 'Last'.






| Date | Payer | Bill Control Number | Billed Amount | Paid Ammount | Currency | Outstanding | Expire Date | Options |
|------------|----------------------|---------------------|---------------|--------------|----------|-------------|-------------|---|
| 2019-03-07 | chumasitta@gmail.com | 992650000186 | 500.00 | 0.00 | TZS | 500 | 2019-05-12 |   |
| 2019-03-07 | chumasitta@gmail.com | 992650000187 | 500.00 | 0.00 | TZS | 500 | 2019-05-12 |   |

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.

The screenshot displays the 'Bulk Bill creation form' interface. On the left sidebar, the 'Create Bulk-Bills' option is highlighted with a red box and labeled '1'. The main form area, labeled '2', contains the following fields:

- Bulk Bill Batch Number:** 520221506878755
- Bulk Bill Description:** Bill Description
- Currency:** Select Currency
- Payment Options:** Select Payment Type
- Expiry Date:** days, date, (dd-mm-yyyy)
- Set Reminder:** Yes/No
- Revenue Source:** Select Revenue Source
- Attach File:** File (.csv): No file selected
- Submit:** Submit button

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 “  to upload the file.

Logged in as film.test

Create Bill

Search Bills

Create Bulk-Bills

Bulk-Bill History

Bulk-Bill CTN File

Bill Management

Payments

Reconciliation

Reports

Settings

Help Desk

Upload Bulk Bill

Bulk Bill Batch Number: 520221506878755

Bulk Bill Description: * Bill Description

Download: Bulk-Bill Sample File

Currency: * Select Currency

Exchange Rate:

Payment Options: * Select Payment Type

Expiry Date: days date (dd-mm-yyyy)

Set Reminder: ☐ Yes

Revenue Source: * Select Revenue Source

Attach File

File (.csv): No file selected

Submit

Government Payment Gateway © 2017 All Rights Reserved (GePG)

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.

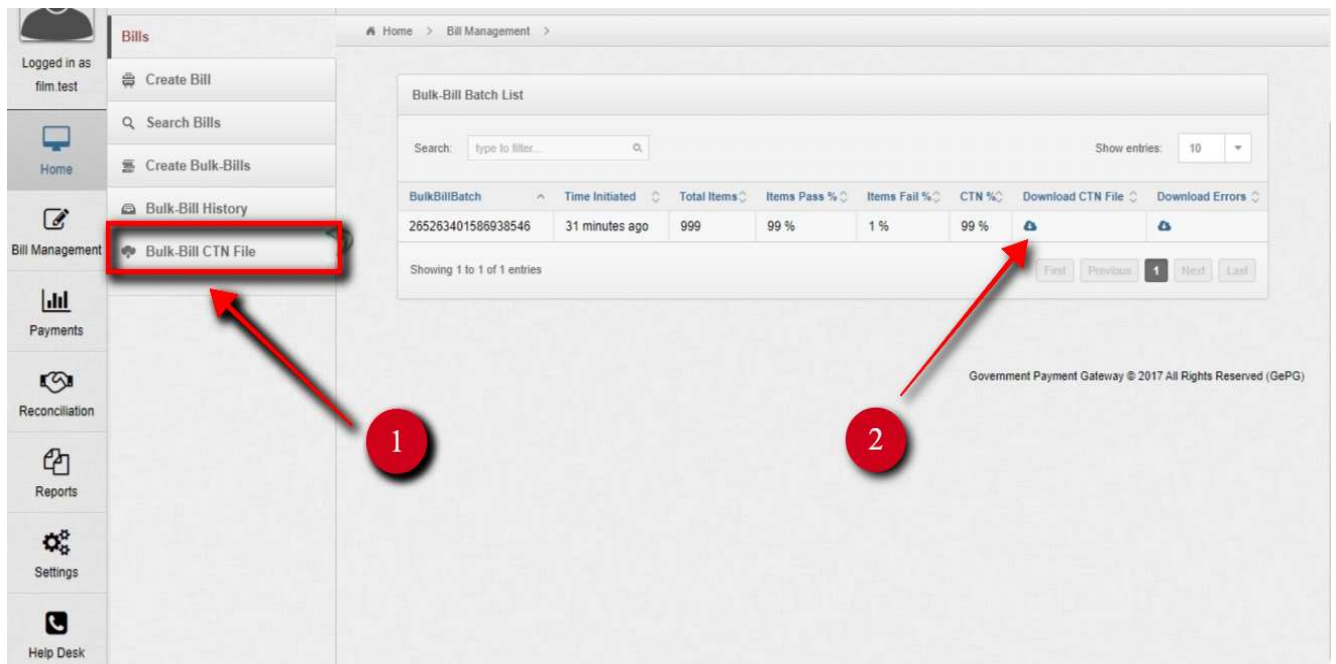


Figure 12 : Downloading Bulk Bill CTN File



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 .

The screenshot displays the 'Bulk-Bill Batch List' interface. On the left is a sidebar with navigation options: Bills, Home, Bulk-Bill History, Bulk-Bill CTN File, Payments, Reconciliation, Reports, Settings, and Help Desk. The main content area shows a table of bulk bill batches. The first row is highlighted, showing a batch ID of 265263401586938546, initiated 31 minutes ago, with 999 total items, 99% pass rate, 1% fail rate, and 99% CTN rate. The 'Download Errors' button is highlighted with a red box and a red arrow. The footer indicates 'Government Payment Gateway © 2017 All Rights Reserved (GePG)'.

| BulkBillBatch | Time Initiated | Total Items | Items Pass % | Items Fail % | CTN % | Download CTN File | Download Errors |
|--------------------|----------------|-------------|--------------|--------------|-------|-------------------|-----------------|
| 265263401586938546 | 31 minutes ago | 999 | 99 % | 1 % | 99 % | | |


Figure 13 : Downloading error found on file

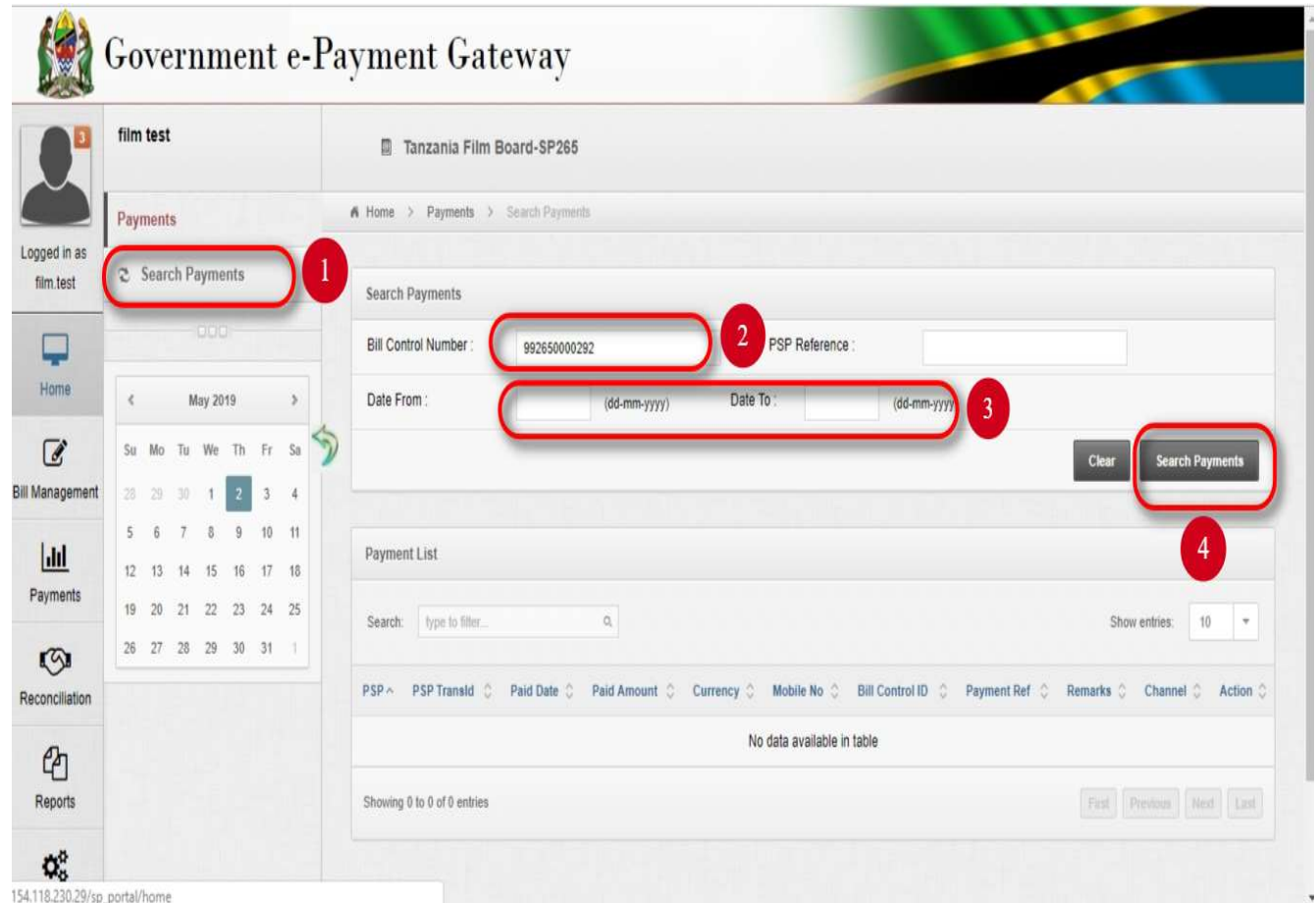
4. Payment

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 .



The screenshot displays the Government e-Payment Gateway interface. The header shows the Tanzania Film Board logo and name. The sidebar on the left contains navigation links: Home, Bill Management, Payments, Reconciliation, Reports, and a settings icon. The main content area is titled "Search Payments" and includes a search form with the following fields:

- Search Payments** (button, circled in red with a red circle 1)
- Bill Control Number** (text input field, circled in red with a red circle 2, containing "992650000292")
- PSP Reference** (text input field)
- Date From** (text input field, circled in red with a red circle 3, containing "(dd-mm-yyyy)")
- Date To** (text input field, circled in red with a red circle 3, containing "(dd-mm-yyyy)")
- Clear** (button)
- Search Payments** (button, circled in red with a red circle 4)

Below the search form is a "Payment List" section with a search bar and a table. The table has the following columns: PSP, PSP TransId, Paid Date, Paid Amount, Currency, Mobile No, Bill Control ID, Payment Ref, Remarks, Channel, and Action. The table is currently empty, displaying "No data available in table".

At the bottom of the page, the URL "154.118.230.29/sp_portal/home" is visible.

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.

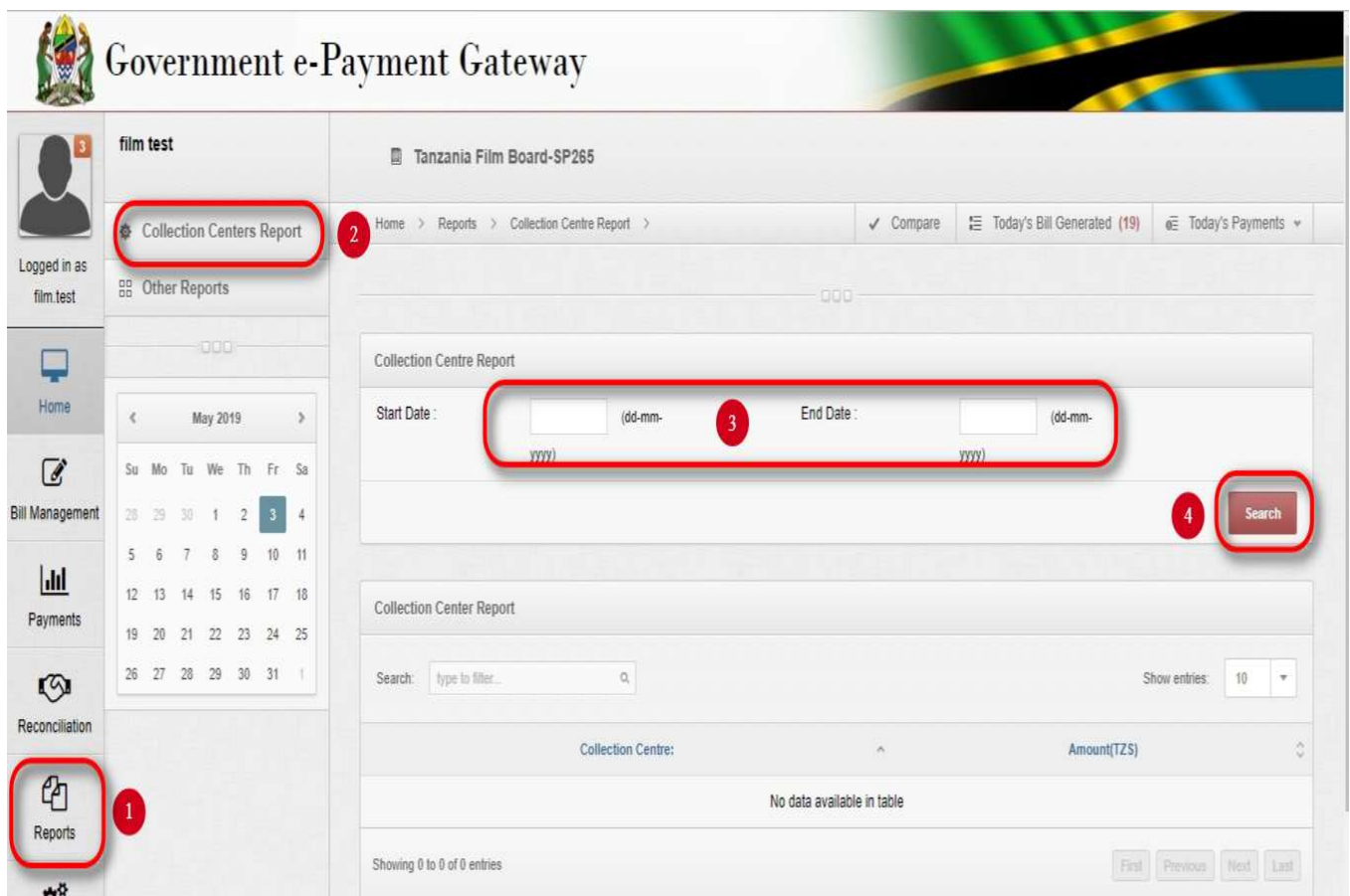

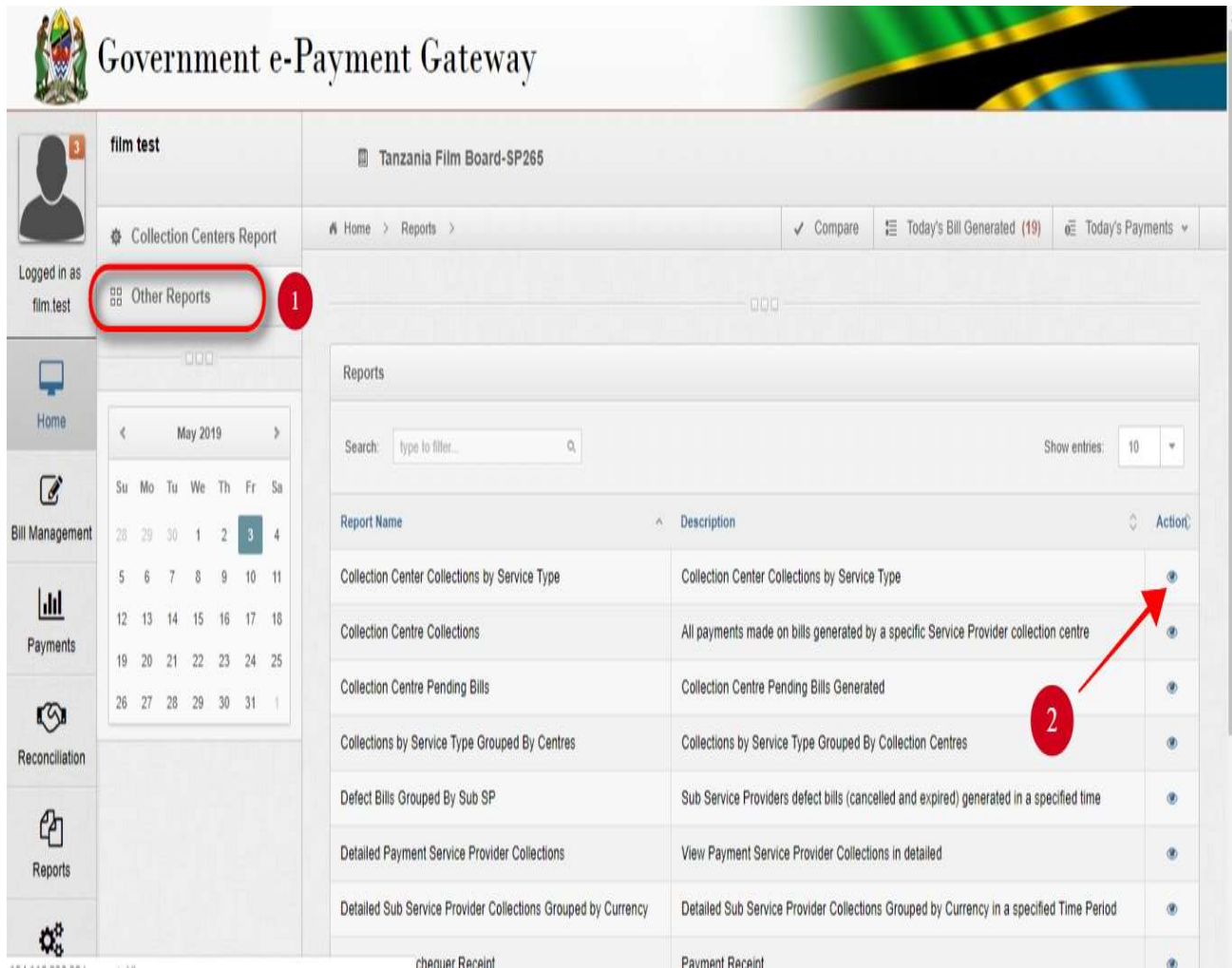


Figure 15 : Reports

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.



The screenshot displays the Government e-Payment Gateway (GepG) interface. The header shows the Tanzania Film Board-SP265 logo and the user 'film test'. The sidebar on the left contains navigation options: Home, Bill Management, Payments, Reconciliation, Reports, and Settings. The 'Other Reports' link is highlighted with a red circle labeled '1'. The main content area shows a calendar for May 2019 and a table of reports. The table has columns for Report Name, Description, and Action. The 'Action' column contains eye icons, with one icon highlighted by a red circle labeled '2' and a red arrow pointing to it.








| Report Name | Description | Action |
|---|--|---|
| Collection Center Collections by Service Type | Collection Center Collections by Service Type |  |
| Collection Centre Collections | All payments made on bills generated by a specific Service Provider collection centre |  |
| Collection Centre Pending Bills | Collection Centre Pending Bills Generated |  |
| Collections by Service Type Grouped By Centres | Collections by Service Type Grouped By Collection Centres |  |
| Defect Bills Grouped By Sub SP | Sub Service Providers defect bills (cancelled and expired) generated in a specified time |  |
| Detailed Payment Service Provider Collections | View Payment Service Provider Collections in detailed |  |
| Detailed Sub Service Provider Collections Grouped by Currency | Detailed Sub Service Provider Collections Grouped by Currency in a specified Time Period |  |

Figure 16 : Other reports

