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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 :-

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

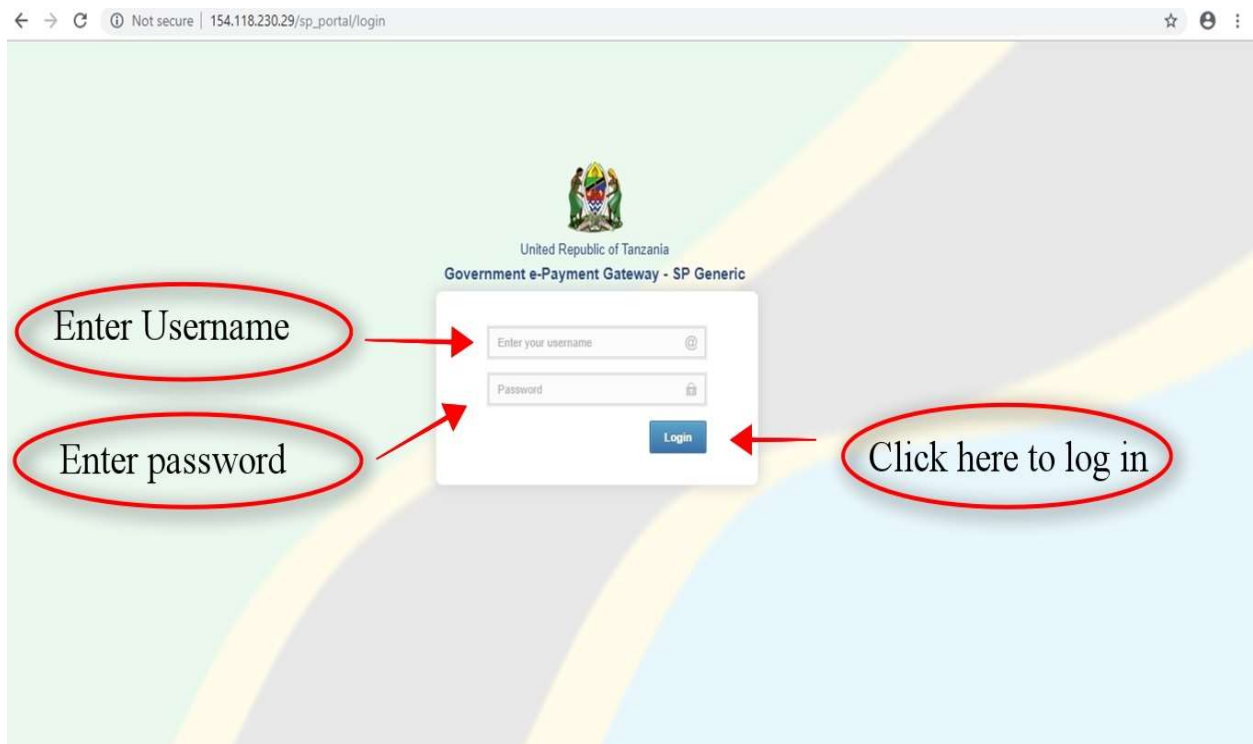


Figure 1 : Log in page



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) .

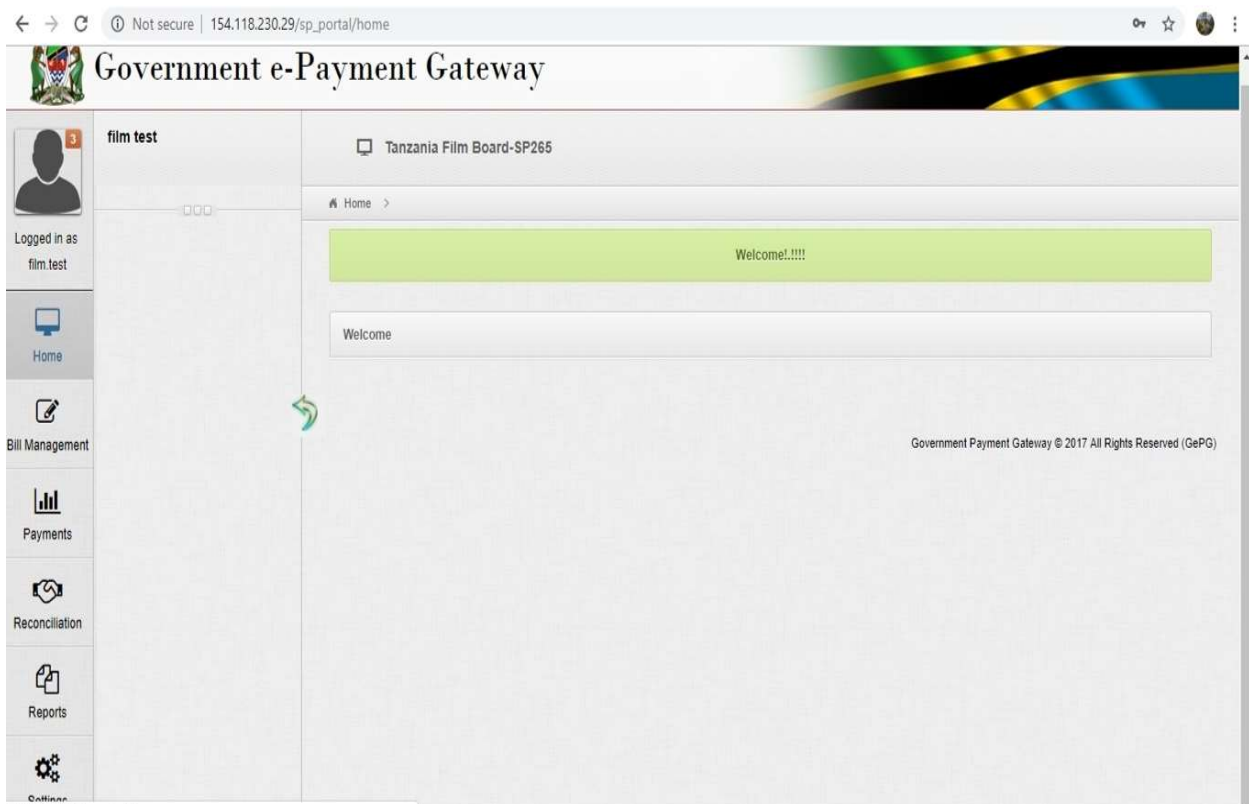


Figure 2 : Homepage

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 :-

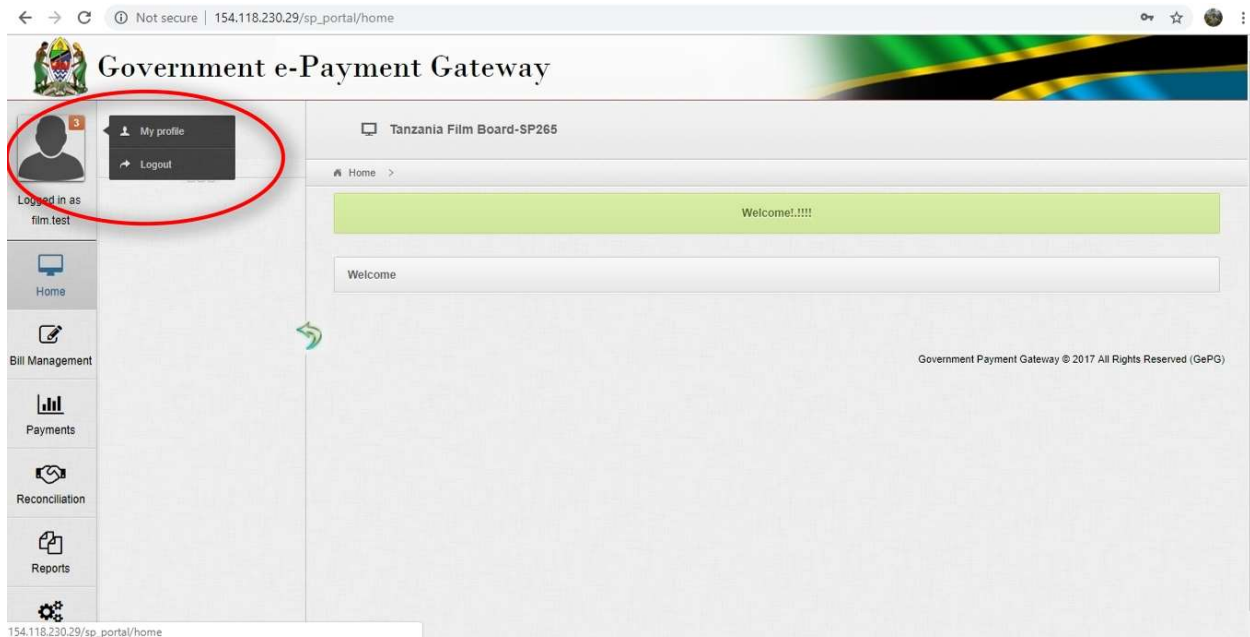



Figure 3 : User profile

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 .

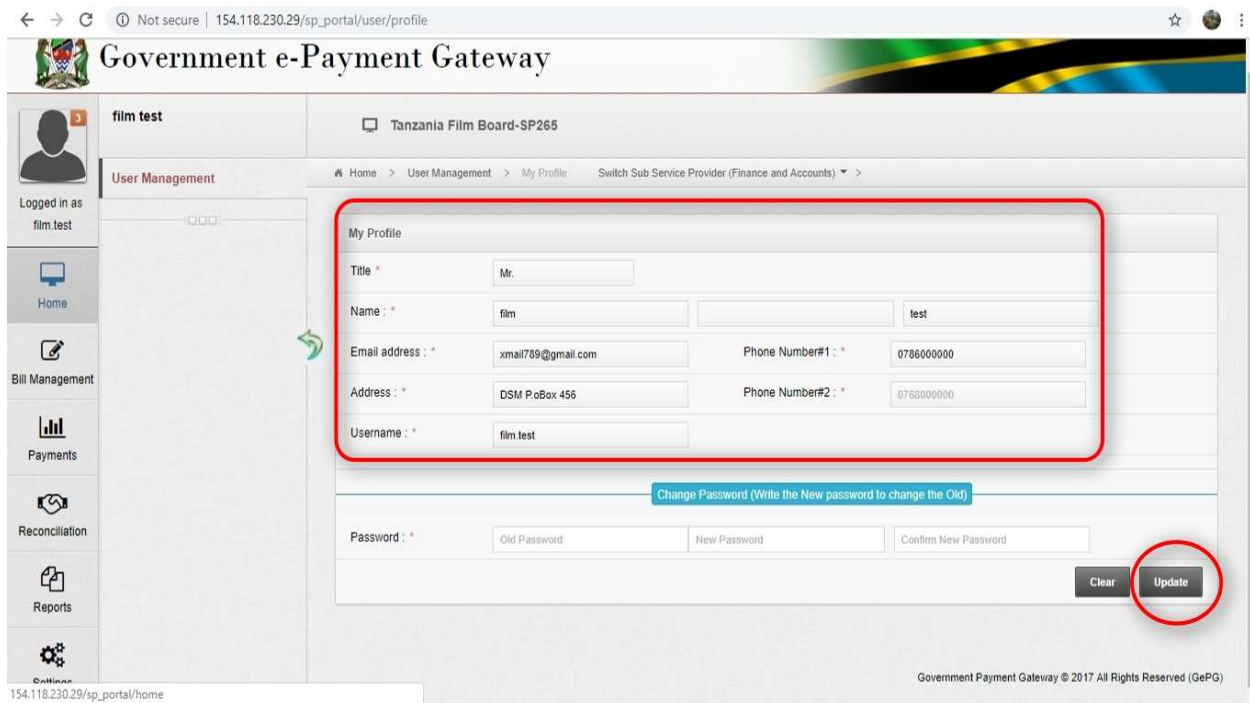


Figure 4 : Editing user profile details

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 **Update** to save the changes.

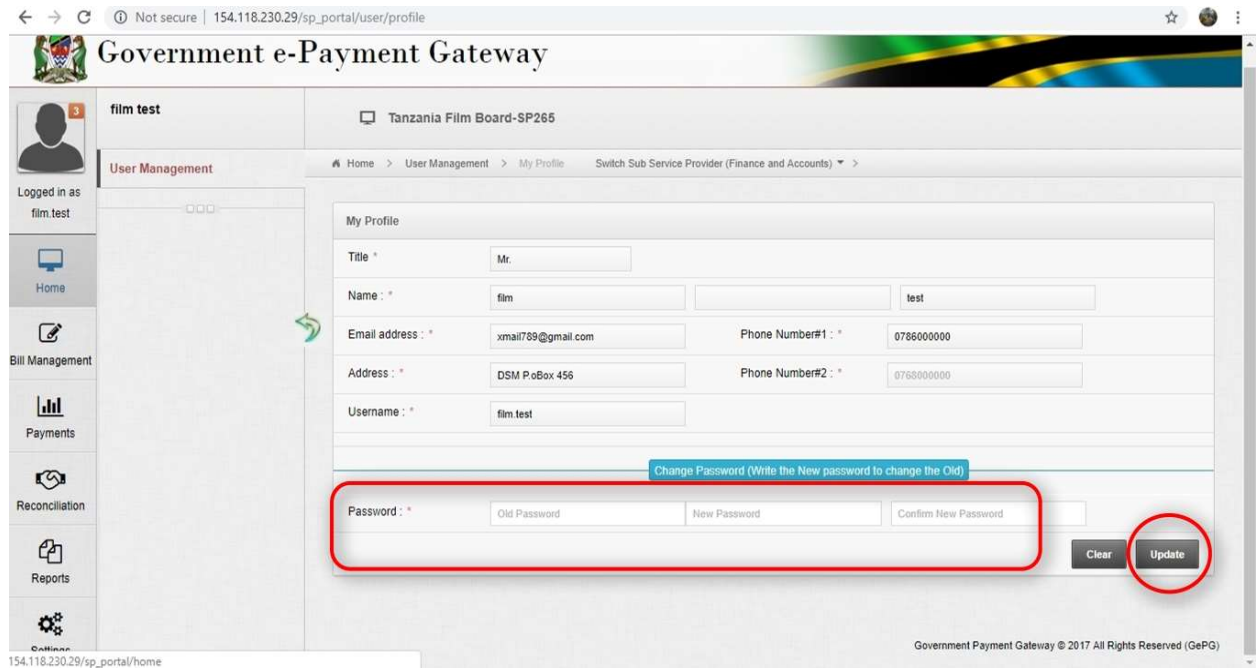


Figure 5 : Changing password

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: -

Government e-Payment Gateway

film test

Tanzania Film Board-SP265

Home > Bill Management >

Bills

Logged in as film.test

Bulk Bills

Create Bill

Search Bills

Home

Bill Management

Payments

Reconciliation

Reports

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

Revenue Sources (you can ADD Multiple sources)

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

- Description:** A text input field.
- Email address:** A text input field containing "demo@mof.go.tz".
- Phone Number:** A text input field containing "(076) 314-3290".
- Currency:** A dropdown menu labeled "Select Currency".
- Exchange Rate:** A text input field.
- Payment Options:** A dropdown menu labeled "Select Payment Type".
- Expiry Date:** Two text input fields for "days" and "date" (format dd-mm-yyyy).
- Set Reminder:** A dropdown menu with "Yes" selected.
- Revenue Sources:** A section titled "Revenue Sources (you can ADD Multiple sources)". It contains a table with one row:

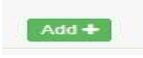


Revenue Source	1	Amount	Item Bill Reference
Select Revenue Source			
- Total Billed Amount:** A text input field.
- Payment Methods:** A section with a "Method" dropdown and two radio button options: "Mobile Money or Bank Deposit" (selected) and "Electronic Fund Transfer".
- Submit:** A button at the bottom right.

Red circles with numbers 4 through 8 are overlaid on the form to highlight specific fields: 4 (Currency and Exchange Rate), 5 (Set Reminder), 6 (Revenue Source dropdown), 7 (Amount field), and 8 (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

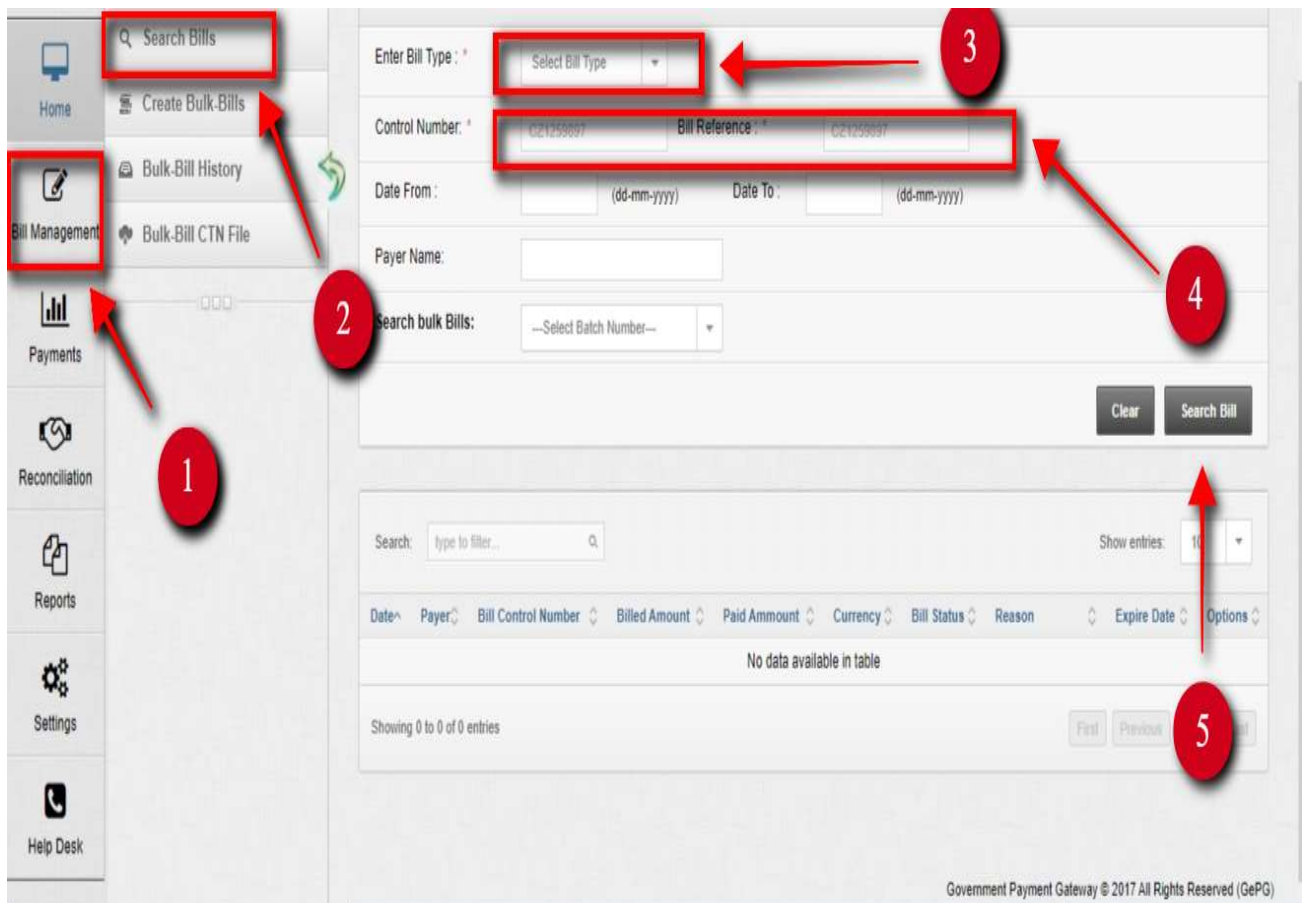


Figure 7: Search for bill



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 : Date To :

Payer Name:

Search bulk Bills:


Search:

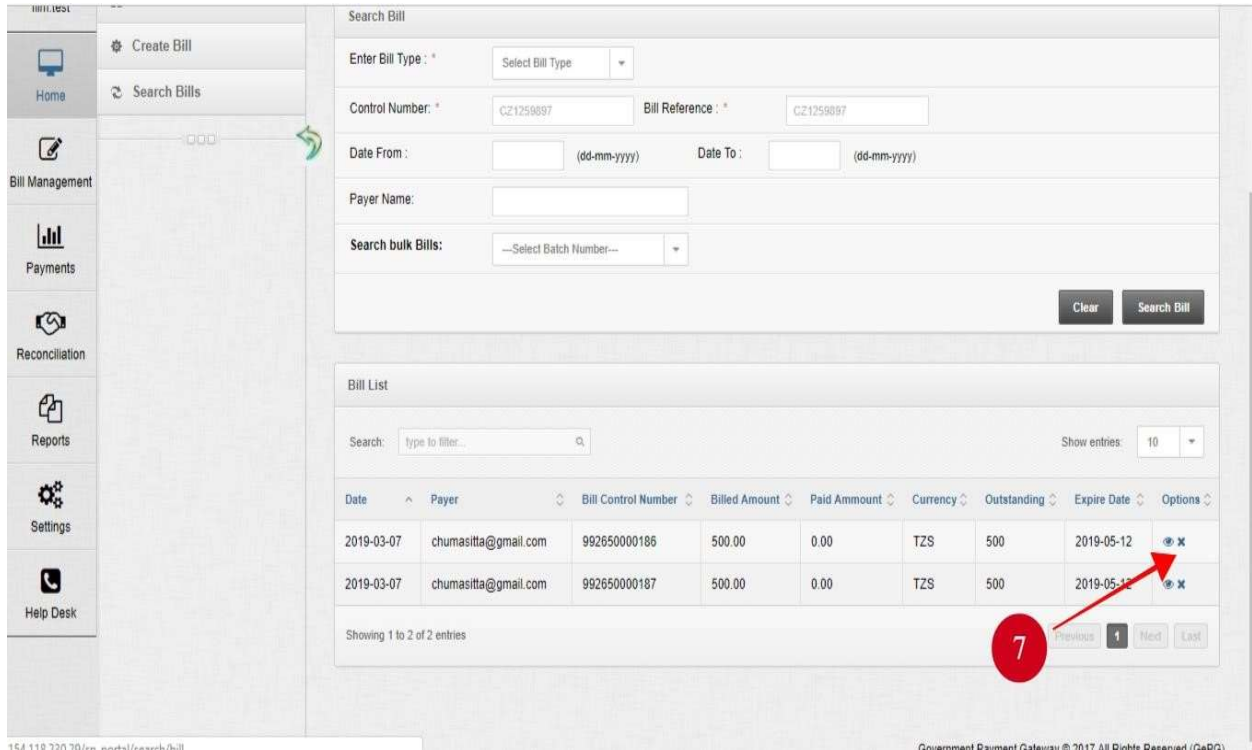
Show entries:

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 cancel bills


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



The screenshot shows a web application interface for bill management. 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' (CZ1259897), 'Bill Reference' (CZ1259897), 'Date From' and 'Date To' (both empty), 'Payer Name' (empty), and 'Search bulk Bills' (a dropdown menu). There are 'Clear' and 'Search Bill' buttons at the bottom right of the search section. Below the search section is a 'Bill List' table with a search bar and 'Show entries' set to 10. The table has columns for Date, Payer, Bill Control Number, Billed Amount, Paid Amount, Currency, Outstanding, Expire Date, and Options. Two rows of bills are visible, both from 'chumasitta@gmail.com' with a billed amount of 500.00 and an outstanding amount of 500. The 'Options' column for each row contains an eye icon and a cancel icon (an 'x' in a circle). A red circle with the number '7' and a red arrow points to the cancel icon in the second row. At the bottom of the table, it says 'Showing 1 to 2 of 2 entries' and has navigation buttons for 'Previous', '1', 'Next', and 'Last'.

Date	Payer	Bill Control Number	Billed Amount	Paid Amount	Currency	Outstanding	Expire Date	Options
2019-03-07	chumasitta@gmail.com	992650000185	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' in the Tanzania Film Board system. The interface is divided into a sidebar and a main content area. The sidebar on the left contains navigation options: 'Bills', 'Create Bill', 'Search Bills', 'Create Bulk-Bills' (highlighted with a red box and labeled '1'), 'Bulk-Bill History', and 'Bulk-Bill CTN File'. The main content area shows the 'Upload Bulk Bill' form, which includes the following fields: 'Bulk Bill Batch Number' (520221506878755), 'Bulk Bill Description' (text input), 'Currency' (dropdown menu), 'Exchange Rate' (input field), 'Payment Options' (dropdown menu), 'Expiry Date' (fields for 'days', 'date', and a format '(dd-mm-yyyy)'), 'Set Reminder' (checkbox), and 'Revenue Source' (dropdown menu). A red box labeled '2' encompasses the main form fields. Below the form is an 'Attach File' section with a file upload button and a '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.

The screenshot shows the 'Upload Bulk Bill' form in the Government Payment Gateway. The form is divided into two main sections: 'Upload Bulk Bill' and 'Attach File'. The 'Upload Bulk Bill' section contains the following fields:

- Bulk Bill Batch Number: 520221586878755
- BulkBill Description: * (Text input field)
- Currency: * (Dropdown menu: Select Currency)
- Payment Options: * (Dropdown menu: Select Payment Type)
- Exchange Rate: (Text input field)
- Expiry Date: (Text input fields: days, date (dd-mm-yyyy))
- Set Reminder: (Checkbox: Yes)
- Revenue Source: * (Dropdown menu: Select Revenue Source)

The 'Attach File' section contains a file upload field labeled 'File (.csv):' with the text 'No file selected' and a '+' button. A red box highlights this field, and a red arrow points from a red circle with the number '3' to it. Another red arrow points from a red circle with the number '4' to the 'Submit' button, which is also highlighted with a red box. A green arrow points from the 'Bulk-Bill History' tab in the left sidebar to the main form area.

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.



The screenshot shows the user interface of the Government e-Payment Gateway. The user is logged in as 'film test'. The main navigation menu on the left includes 'Bills', 'Home', 'Bulk-Bill History', 'Bulk-Bill CTN File', 'Payments', 'Reconciliation', and 'Reports'. The 'Bulk-Bill History' menu item is highlighted with a red box. The main content area displays the 'Bulk-Bill History' table with the following data:

FileName	CreatedBy	Items Found	Time Initiated	Download
1000RECORDSTESTING.xlsx	film Test	999	17 minutes ago	
BILING MARCH 2020.xlsx	film Test	2219	3 weeks ago	
BILING MARCH 2020.xlsx	film Test	2219	3 weeks ago	
BILL FEBRUARY 2020.xlsx	film Test	2208	3 weeks ago	
PHARMTECHT (1).xlsx	film Test	3	3 months ago	
PHARMTECHTESTING.xlsx	film Test	3	3 months ago	

The table shows 6 entries, with the first one selected. The interface includes a search bar, a 'Show entries' dropdown set to 10, and pagination controls (First, Previous, 1, Next, Last).

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.

The screenshot shows the 'Bulk-Bill Batch List' table in the Government e-Payment Gateway. The 'Bulk-Bill CTN File' menu item is highlighted with a red box and labeled with a red circle '1'. The table contains one entry with the following data:

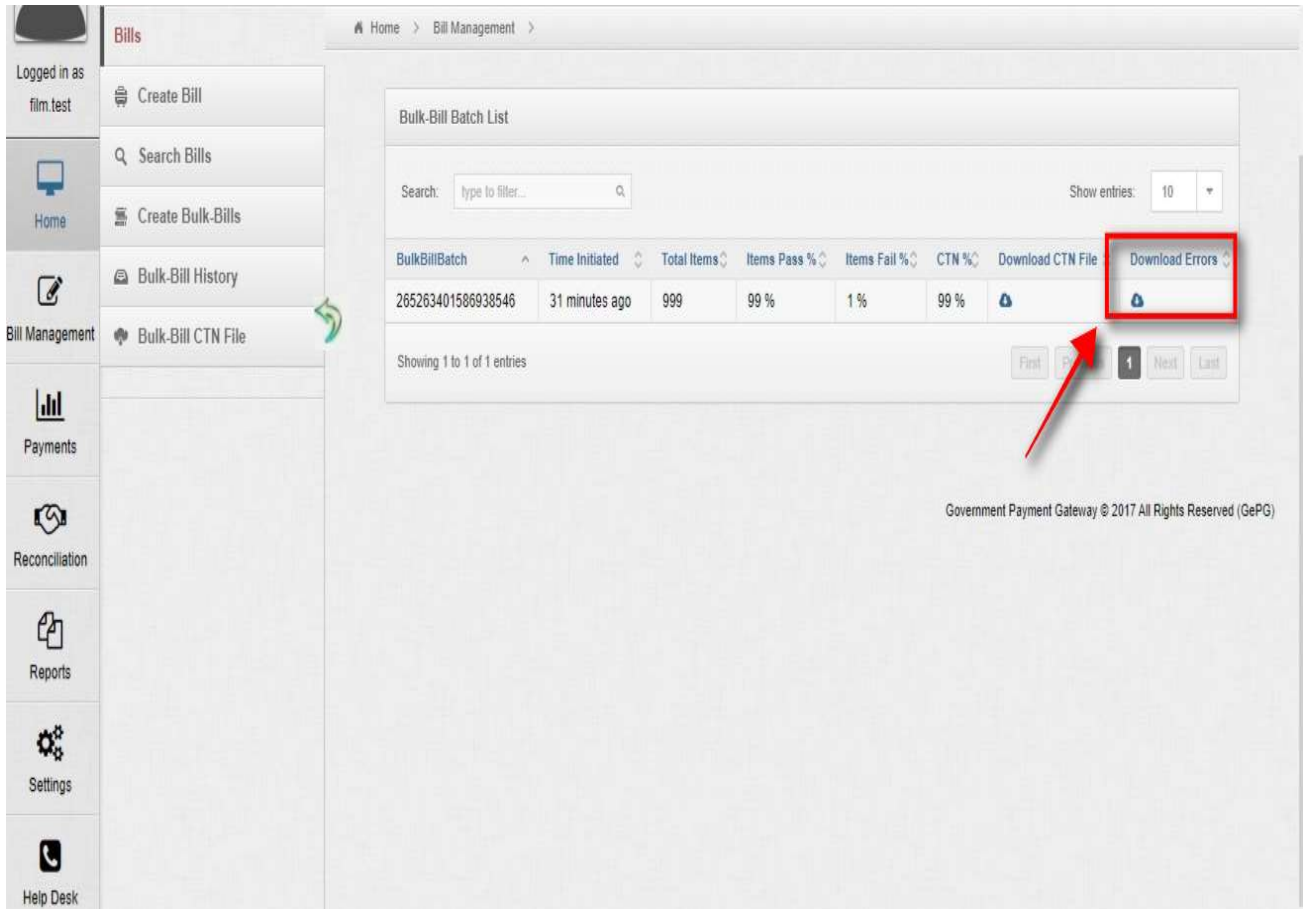
BulkBillBatch	Time Initiated	Total Items	Items Pass %	Items Fail %	CTN %	Download CTN File	Download Errors
265263401586938546	31 minutes ago	999	99 %	1 %	99 %		

The table shows 1 entry. The interface includes a search bar, a 'Show entries' dropdown set to 10, and pagination controls (First, Previous, 1, Next, Last). A red arrow labeled with a red circle '2' points to the 'Download CTN File' button in the table row.

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. The left sidebar contains navigation options: Bills, Home, Bill Management, Payments, Reconciliation, Reports, Settings, and Help Desk. The main content area shows a table with columns: BulkBillBatch, Time Initiated, Total Items, Items Pass %, Items Fail %, CTN %, Download CTN File, and Download Errors. A red box highlights the 'Download Errors' button for the first entry, which is also pointed to by a red arrow. The footer text reads '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

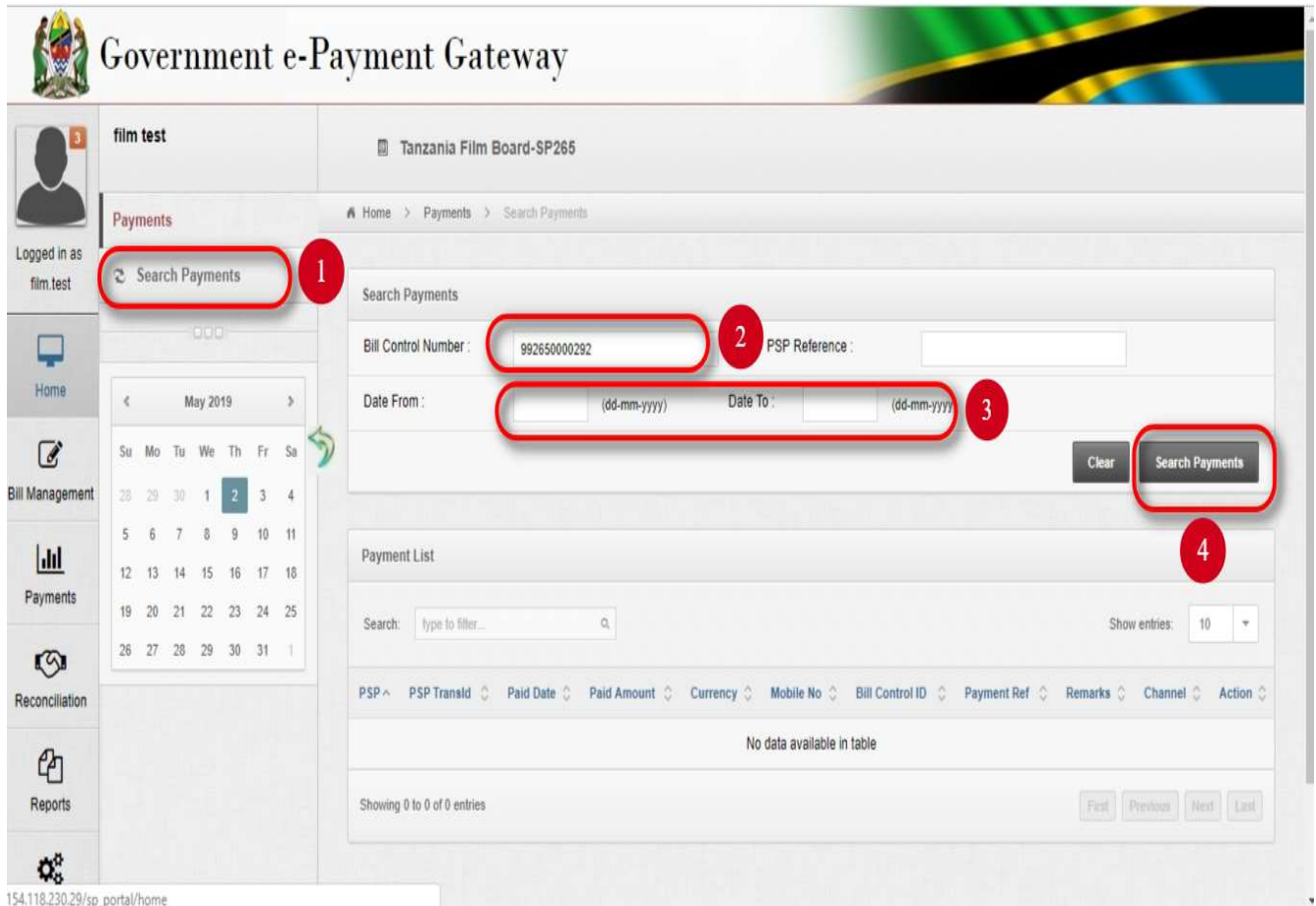
4. Payment

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 shows the 'Government e-Payment Gateway' interface. The user is logged in as 'film test'. The 'Search Payments' section is highlighted with red boxes and numbered 1 through 4. Step 1: 'Search Payments' button. Step 2: 'Bill Control Number' field containing '99265000292'. Step 3: 'Date From' and 'Date To' fields. Step 4: 'Search Payments' button. The 'Payment List' table is empty, showing 'No data available in table'.

Figure 14 : Search for payment


5. Reports

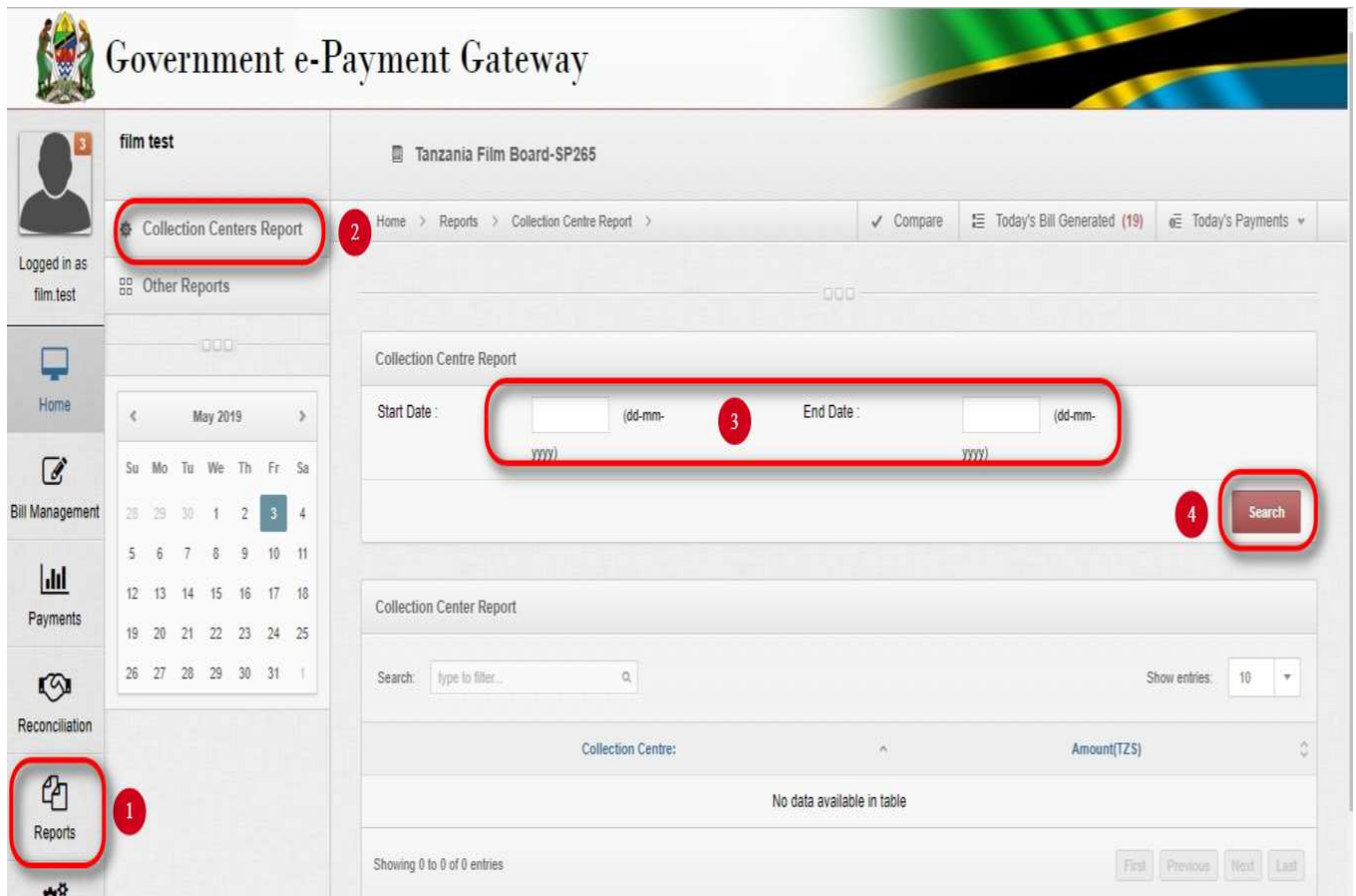
This section contains the standard reports offered with the SP generic billing system. This allows user(s) to have a well-formatted and organized presentation of data that have been processed and stored by the system.

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.




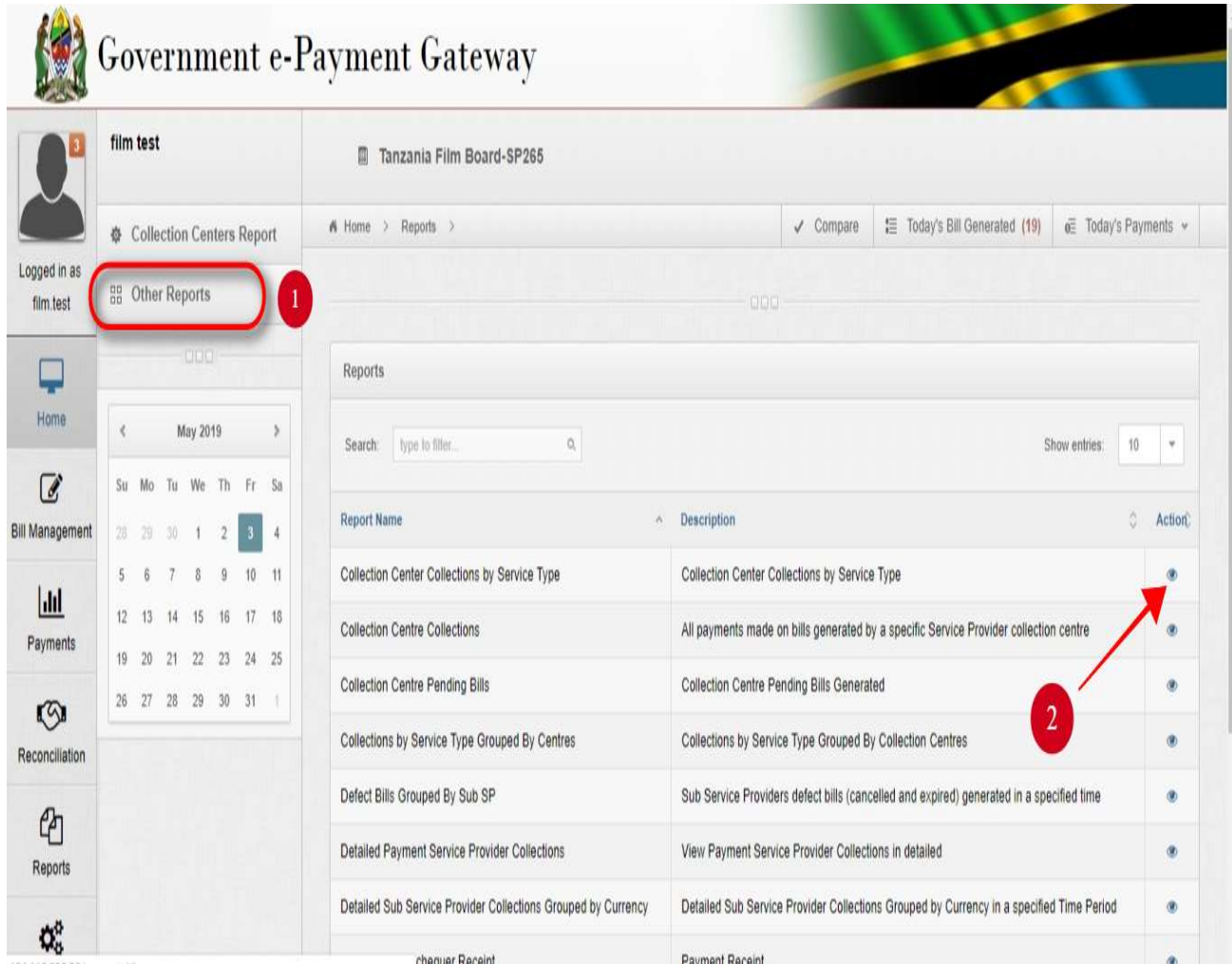
The screenshot displays the 'Government e-Payment Gateway' interface for the 'Tanzania Film Board-SP265' user. The left sidebar contains navigation icons for 'Home', 'Bill Management', 'Payments', and 'Reconciliation', with the 'Reports' icon highlighted by a red circle and the number '1'. The main content area shows the 'Collection Centers Report' page. A red circle with the number '2' highlights the 'Collection Centers Report' link in the sidebar. The main content area features a date range filter with 'Start Date' and 'End Date' fields, both highlighted by a red circle and the number '3'. A red circle with the number '4' highlights the 'Search' button. Below the filter, there is a search input field and a 'Show entries' dropdown set to '10'. The table below has columns for 'Collection Centre' and 'Amount(TZS)', and it displays 'No data available in table'. At the bottom, it shows 'Showing 0 to 0 of 0 entries' and navigation buttons for 'First', 'Previous', 'Next', and 'Last'.

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 interface. The header shows the logo and the title "Government e-Payment Gateway". The user is logged in as "film test" and is viewing the "Tanzania Film Board-SP265" page. The navigation menu includes "Home", "Reports", "Compare", "Today's Bill Generated (19)", and "Today's Payments". The "Other Reports" menu item is highlighted with a red circle and the number 1. The main content area shows a table of reports with columns for "Report Name", "Description", and "Action". The "Collection Centre Collections" report is highlighted with a red circle and the number 2, with an arrow pointing to the eye icon in the "Action" column.









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	
Payment Receipt	Payment Receipt	

Figure 16 : Other reports

