THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF FINANCE AND PLANNING

Government e-Payment Gateway

Sp portal

User Guide

(Draft 0)

Table of Contents

1 Introduction

1.1 Purpose of this user manual

This 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 all Stakeholders.

1.2 About the system

Government Electronic Payment Gateway (GePG) is a web based application system designed to be used by MoFP employees, MDA employees, LGA employees, Payment Service Providers (PSP) and Revenue Payers who are key stakeholders in the process of collecting Government Revenue.

1.3 System Requirements

The GePG can be accessed using an electronic device or a computer system with the following minimum specifications:

i. Web browser
ii. A viable internet or network connection

1.4 Audience

The manual is a walkthrough to the system that will help its users in understanding the interface and its features to enhance and ease their experience. All features and components of the system have been vividly described in this manual with screenshots and examples to facilitate easier understanding.

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://www.gepg.go.tz/.

Steps to Login

1. Enter your email address
2. Enter your password
3. Click Login

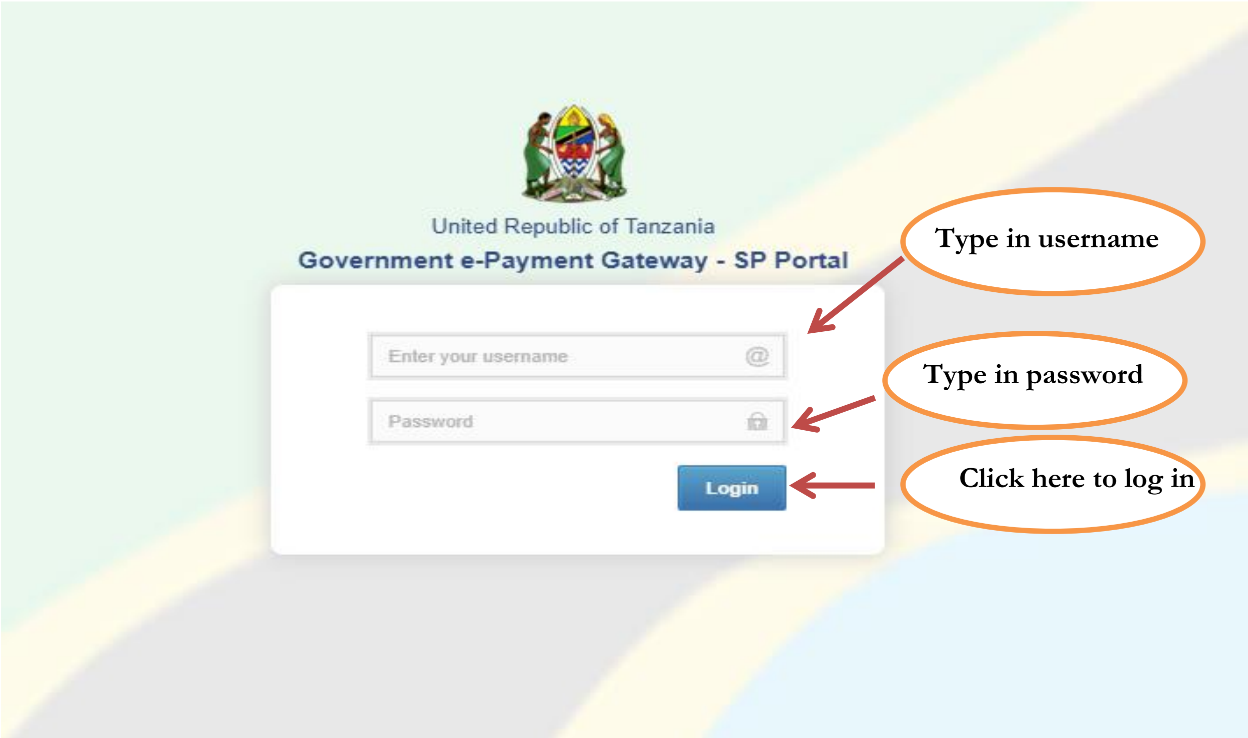


Figure 1: User log in screen

NOTE: If you don't have login credentials, please contact your System Administrator.

2.2 Home Page

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

Figure 2 :GePG Dashboard

The Dashboard above displays functionalities for you to use(based on your access rights) at the left most part, while presenting summary of collection and collection targets at the center, total count of Generated, Paid and Pending Bills at the top right par as well as List of Service Providers(Least and Top collectors) at the bottom part.

Scrolling down to the very bottom of the dashboard you may see Lists of Service Providers with their respective collections.

Daily Collection (May 25, 2018)	All	Least Collectors	Top Collectors

Service Provider	Vote Code	Amount (Tzs)
Tanzania Electric Supply Company Limited	SP103	1,982,642,830.00
Ministry of Lands, Housing and Human Settlements Development	SP117	108,605,425.00
Tanzania Forest Service Agency	SP128	92,360,045.00
Immigration Services Department	SP109	69,191,000.00
Dar Es Salaam Water And Sewerage Corp	SP104	67,858,279.00

2.3 User Profile

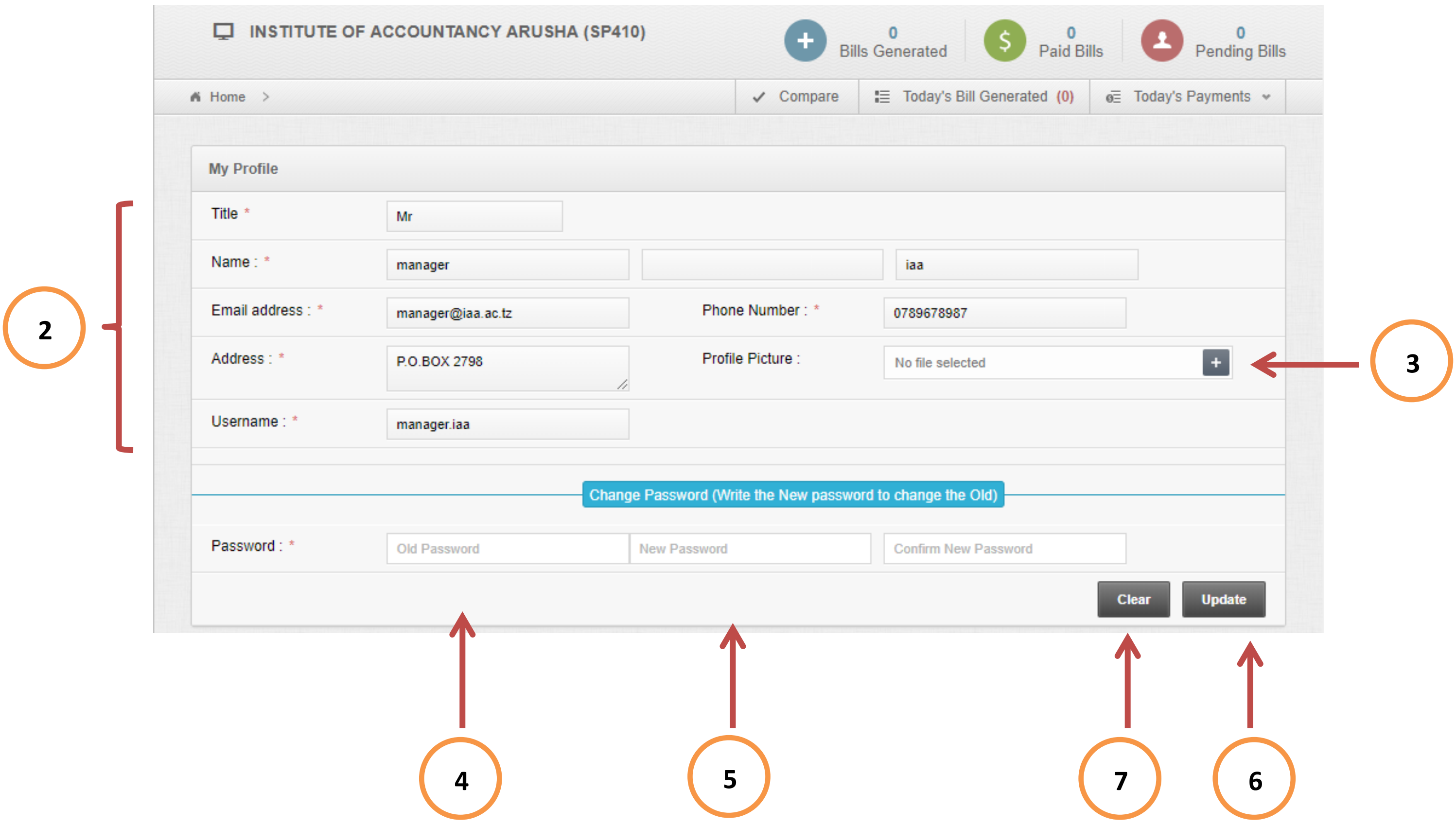
This feature contains your (user's) personal information (including user's details modification) and logout functionality. You may be able to make changes to your user profile.

Fig 3: User profile

Steps:

1. Click once on **User profile** picture at the top left corner of homepage then My profile and log out features will be displayed.
2. Change any editable field to modify User's profile personal information such as email address, address and phone number.

3. Click on the  sign on the profile picture field to ADD your profile picture.
4. Click in New Password field and enter New Password (if you want to change your current password)
5. Re-enter the new password in the Confirm Password field for confirmation .
6. Click Save to keep the changes.
7. Click Clear to Discard the changes.



2.4 User management

This module is designed to manage user registration, permission and listing.

2.4.1 User Registration

This feature is used to register new system users. This is done through the following **steps**:

1. Click User Management (The “Users List”, “Users Registration” ,”User Roles”and“User Permission” links will be displayed)

2. Click Users Registration (This will open the User Registration Form)

3. Select the appropriate Title for the user

4. Enter User Personal Details (i.e FirstName, Middle Name, Last Name, UserName, Email Address, etc..)

5. Select the drop down menu for the appropriate Sub Service Provider, Collection Center, Roles and Status of the user.

6. Tick on the boxes for Yes or No accordingly and

7. Click Create to Save the details

8. Click Clear to clear the fields

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2.4.3 Permissions per Roles

This will show you the permissions assigned on each pre-defined Role(s). Roles and their respective permissions are pre-defined by the system and thereafter each Service Provide will be able to view the existing Roles and assigns them to the users based on organization's User Matrix. Viewing of Permissions per each Role is done through the following steps:

1. Click User Management (The "Users ", "Users Registration" and "Permission per Role" links will be displayed)
2. Click Permissions per Roles (This will open the Users Permission Form).
3. Select the Role you want to see its permissions .
4. The displayed "Ticked" permissions are the ones that have been assigned to the selected Role
5. On the "Search" text box, enter the keyword of the user you want to search and the list of all users whose details match with the keyword provided will be listed.
6. If you want to list ALL existing users, leave the "Search" text box blank (in step 3) and

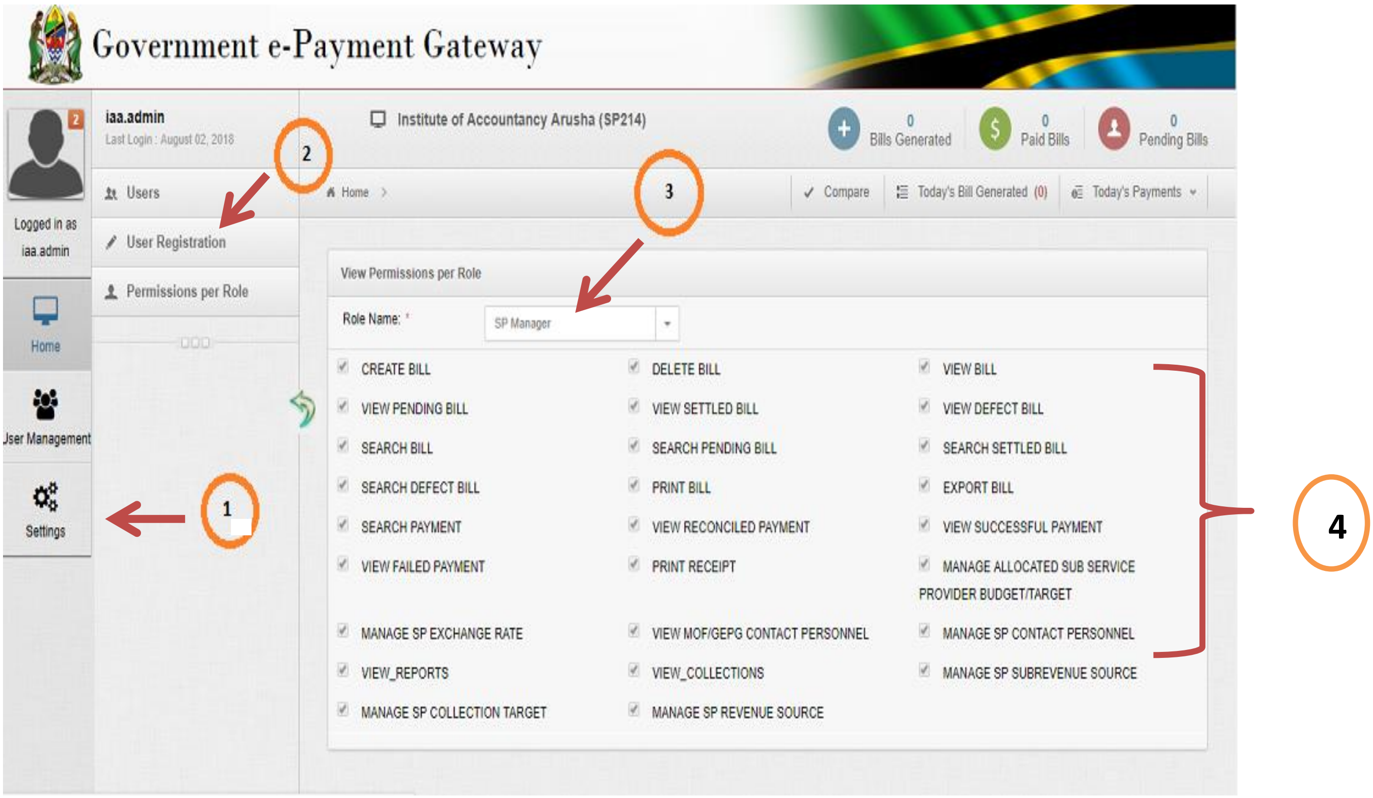

Figure 4: Permissions assigned to “SP Manager” Role

2.5 Bill Management

GePG provides Bill Management to facilitate Bills preparation and reporting by various Stakeholders. The feature involve Bills Creation, Upload, and Search (for both paid and pending bills.

2.5.1 Bill Creation

This allows a GePG user(s) without Billing Systems on their end, and who wish to create a Bill, to do so through GePG. This process is done through the following steps:

1. Click Bill Management (The Create Bill, Upload Bills, Search Bills, Paid Bills and Pending Bills links will be displayed)
2. Click Create Bill (The Bill Creation form will be displayed)
3. Fill Payer's personal information (i.e. Payer Name, Bill Description, Email address and Phone number).
4. Click in the Set Reminder check box to put a Tick, if you want the bill reminder messages to be sent to the Payer.
5. Fill Bill information by Selecting the currency (The appropriate Exchange Rate will display), Payment Type and Expiry Date (Bill Expiry Date)
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 Number
9. Click "ADD" to append and enter the next Revenue Source Details (If the Bill, is for more than one "Revenue Sources").
10. Click the "Red round Sign" at the right most part of line (If you want to delete any of the appended Revenue Source(s)).

11. Click "Submit" to save the bill.

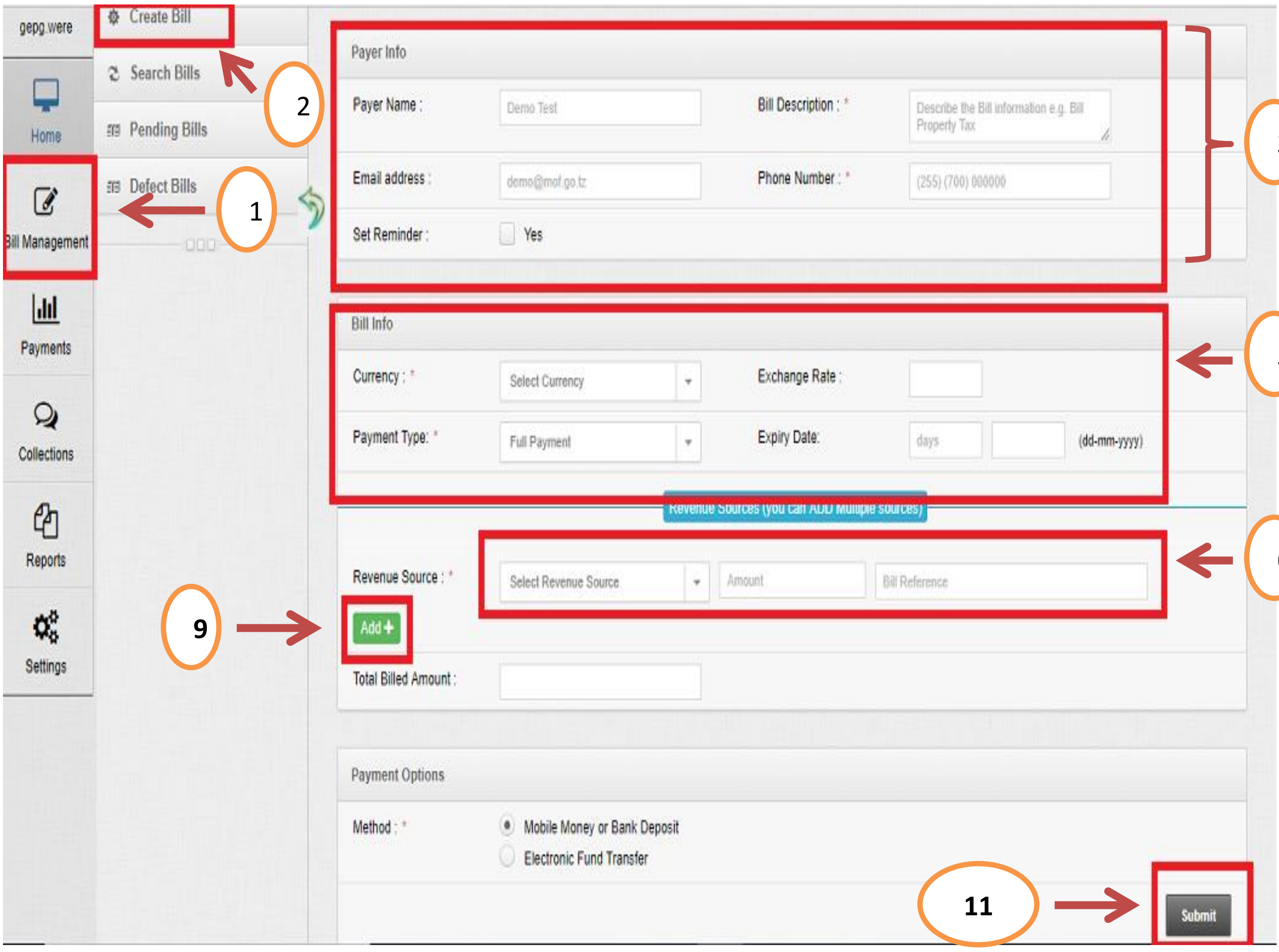

Figure 5: Bill creation form

2.5.2 Search Bills

This allows a GePG user(s) to Search and View details of the Bills that have been stored in the system. This process is done through the following **steps**:

1. Click Bill Management (The Create Bill, Upload Bills, Search Bills, Paid Bills and Pending Bills links will be displayed).
2. Click Search Bills (The Search Bill Form will be displayed)
3. From the Filter, select Revenue Source and Payment Status (i.e Paid / Pending) then enter bill reference number, date range (Date from and Date To).
4. Click "Search Bill" to get the Bill or "Clear" to clear search criteria.
5. Click the "View" option at the right most part of the Row if you want to view Bill Details
6. Leave the "Search Bill" fields empty and Click "Search Bill"(If you want to get a list of ALL Bills)

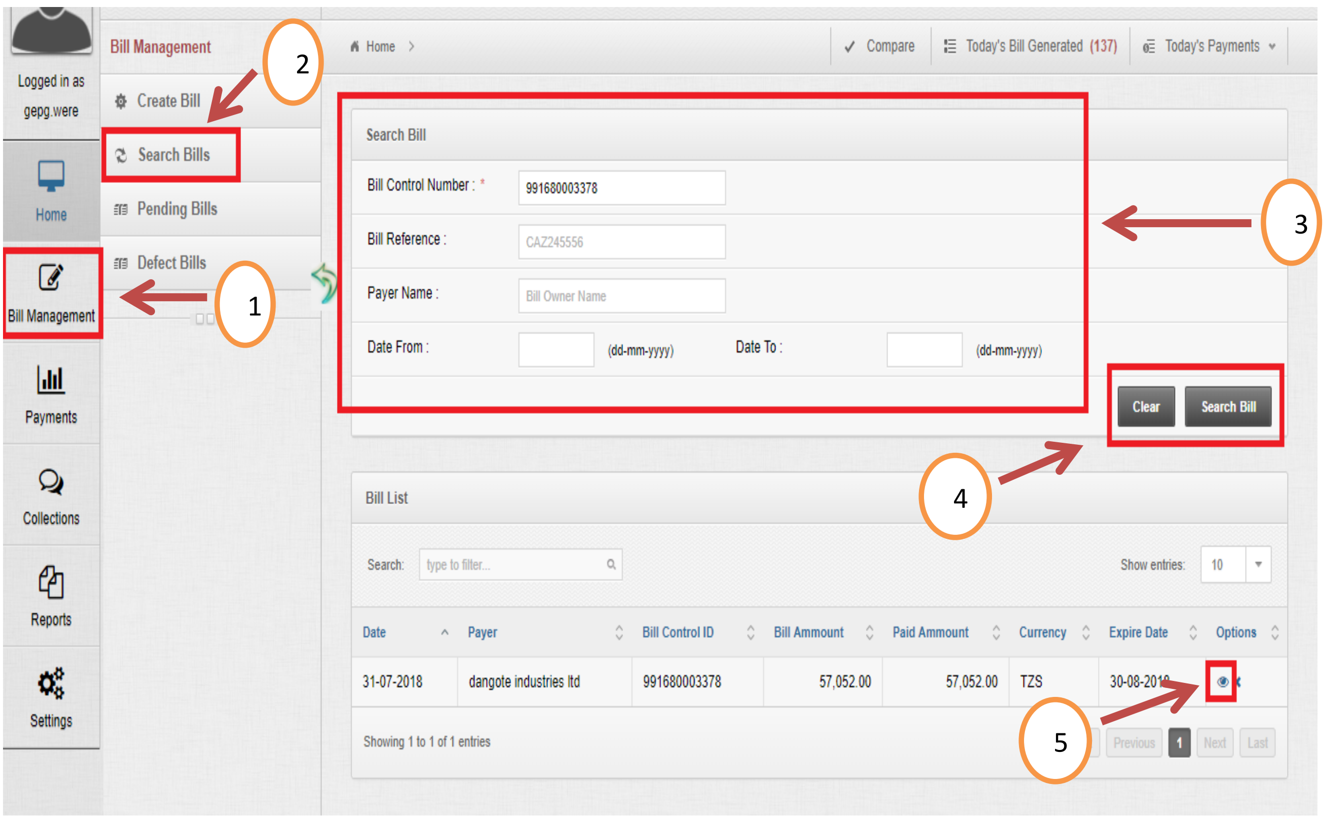

Figure 6: Searching bill

2.5.3 Pending Bills

This allows user(s) to View the monthly summaries of the Total Pending Amounts. It also allow searching for a specific pending bill and view its details. This process is done through the following **steps**:

1. Click Bill Management (The Create Bill, Upload Bills, Search Bills, Paid Bills and Pending Bills links will be displayed)
2. Click Pending Bills (The Pending Bill Form will be displayed with Pending Amount for the current month, at the top of the form)
3. The middle part of the form shows the list of all pending bills at the current month.
4. Click the Search field and enter the keyword of the pending bill you want to view
5. Select the number in the Show Entries Drop down List at the right most part to specify the number of records to display.
6. Click First, Previous, Next or Last button at the bottom of the page to navigate between pages.

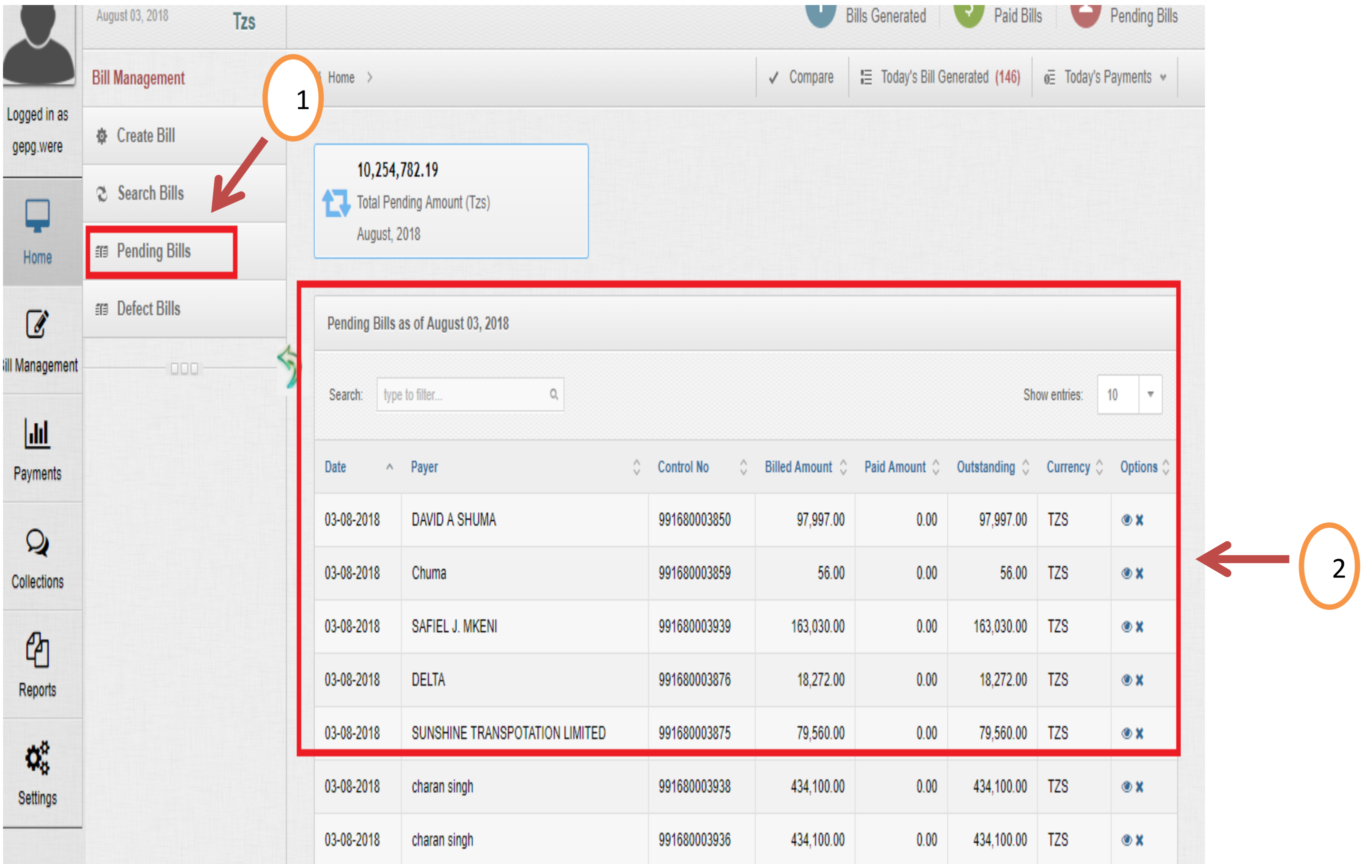

Figure 7: Pending bills

2.5.4 Defect Bills

This allows user(s) to View the monthly summaries of the Total Amounts of Defect Bills. It also allows searching for a specific defect bill and view its details including reason for being defect. This process is done through the following **steps**:

1. Click Bill Management (The Create Bill, Upload Bills, Search Bills, Paid Bills, Pending Bills and Defect Bills links will be displayed)
2. Click Defect Bills (The Defect Bills Form will be displayed with the Total Amount of Defect Bills for the current month, at the top of the form)
3. Click the Search field and enter the keyword of the defect bill you want to view
4. Click the "View Option" to view defect bill's details
5. Select the number in the Show Entries Drop down List at the right most part to specify the number of records to display.
6. Click First, Previous, Next or Last button at the bottom of the page to navigate between pages.

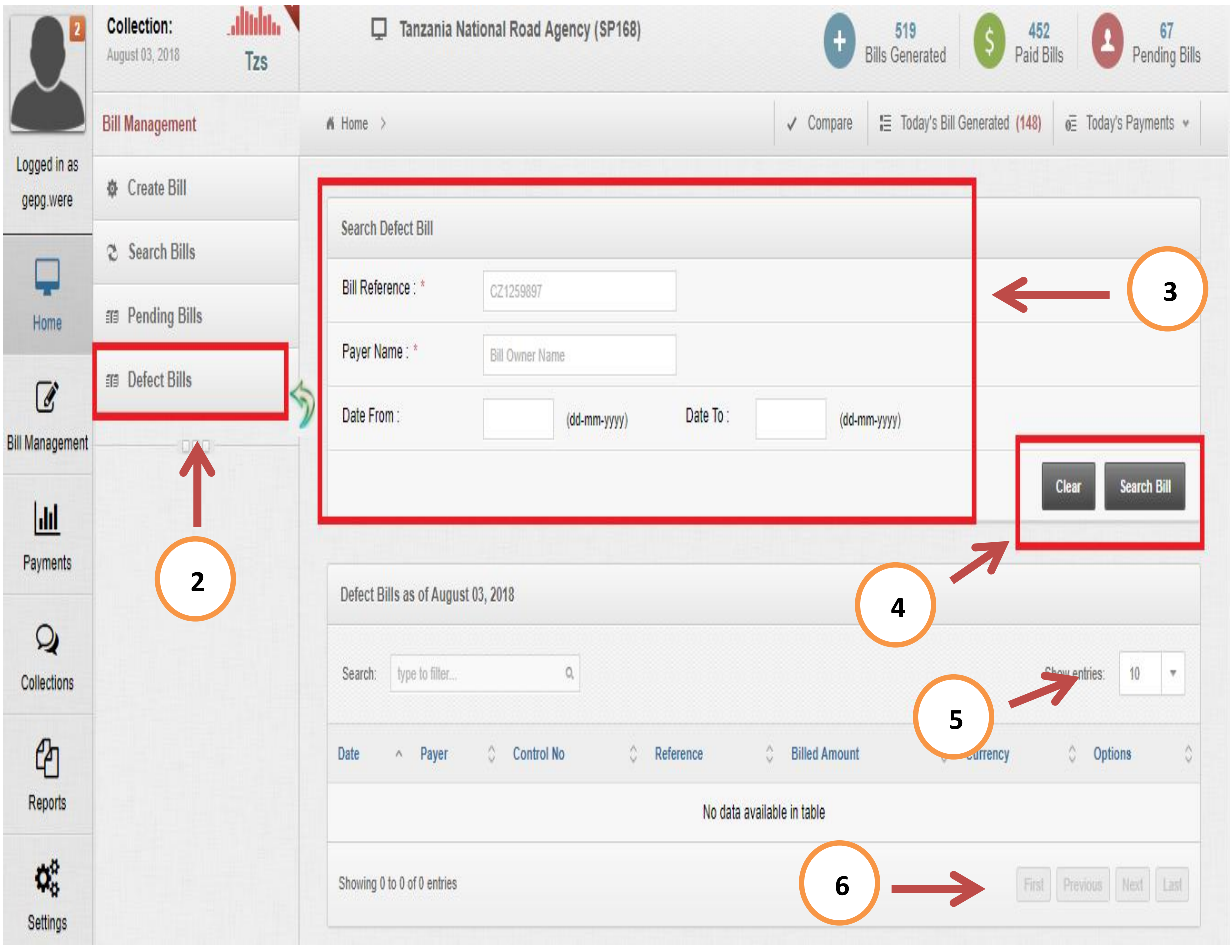

Figure 8: Defect bills

2.5.3 Paid Bills

This allows user(s) to View the monthly summaries of the Total Billed Amount, Total Paid Amount and Total Remains from Partial Payments. It also allow the user to search for a specific bill and view its details. This process is done through the following steps:

1. Click **Bill Management** (The Create Bill, Upload Bills, Search Bills, Paid Bills and Pending Bills links will be displayed)
2. Click **Paid Bills** (The Search Bill Form will be displayed with Billed Amount, Total Paid Amount and Total Remains from Partial Payments for the current month, at the top of the form)
3. The middle part of the form shows the list of all paid bills at the current month.
4. To specify the paid bill to view, Click the "Search" field and enter the keyword of the bill.

5. To specify the number of records to view in the Paid Bills List, select the number in the “Show Entries” Drop down List at the right most part.
6. Click First, Previous, Next or Last button at the bottom of the page to navigate between pages.

2.6 Payment

This feature allows user(s) to Search and View details of the Payments made through Payment Service Providers (PSP). The View includes Successful, Unsuccessful, and Reconciled Payments.

2.6.1 Successful Payment

This is used to Search or View the Successful Payments (payments that settled their corresponding Bills) done through PSPs. Follow the below **Steps**:

1. Click Payment (The Successful Payments, Unsuccessful Payments, Reconciled Payments and Search Payment links will be displayed)
2. Click Successful Payment (The Successful Payment Form will be displayed with summary of Payments for the current month, at the top of the form)
3. Click the “Search” field, provide the keyword of the payment transaction and press Enter (For specifying the paid transaction you want to view).
4. Select the number in the “Show Entries” Drop down List at the right most part of the form (For specifying the number of records to view in the Payment List).
5. Click the eye-like icon to view
6. Click First, Previous, Next or Last button at the bottom of the page to navigate between pages.

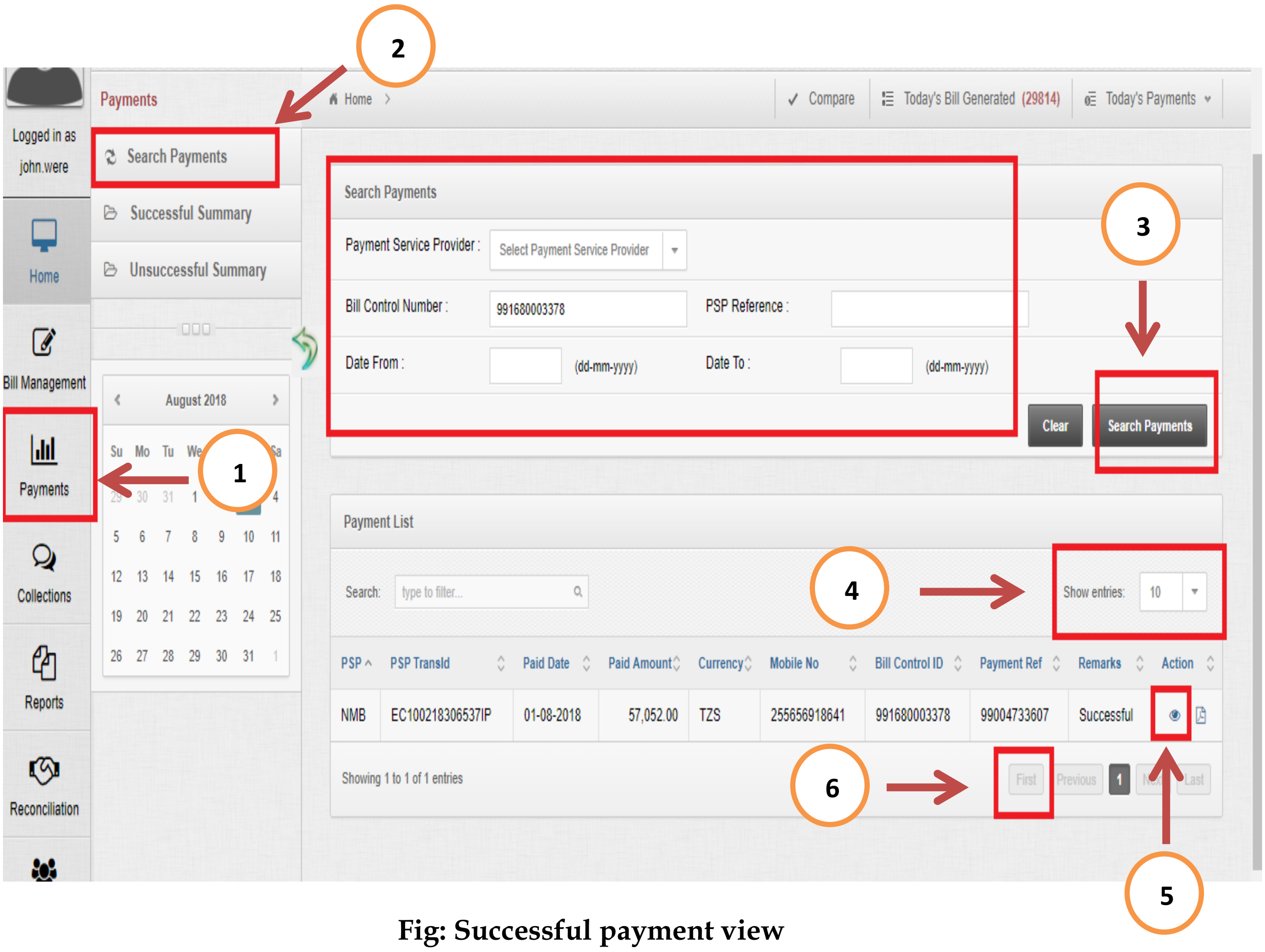

Fig: Successful payment view

2.6.2 Sucessful summary

This feature provides summary of files for all successful transactions.To view successful summary of transactions follow the following **Steps**:

1. Click successful summary
2. Select the number in the "Show Entries" Drop down List at the right most part of the form (For specifying the number of records to view in the Payment List).
3. Navigate to download icon to download file of successfully payments based on date.

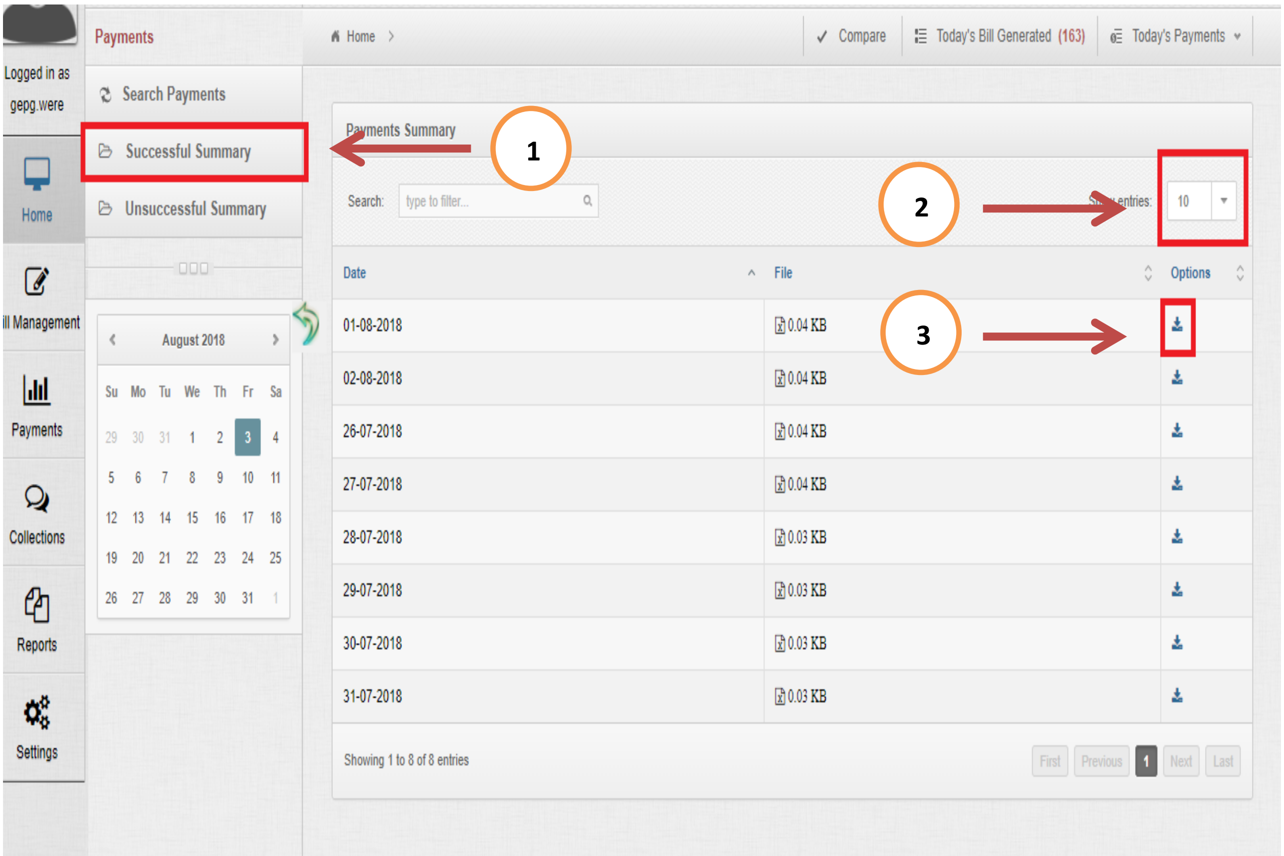

Figure 9: Successful summary list

2.6.3 Search Payments

This allows user(s) to Search and View details of the Payments that have been done through PSPs. This process is done through the following steps:

1. Click Payment(The Successful Payments, Unsuccessful Payments, Reconciled Payments, Paid Bills and Pending Bills links will be displayed)
2. Click Search Payment (The Search Payment Form will be displayed)
3. From the Filter, select payment service provider, then enter bill control number and select the date range i.e Date from to Date To.
4. Click “Search Payment” to get the Payments
5. Click “Clear” to clear search criteria.
6. Click the “View” Option at the right most part of the Row if you want to view Payment Details.
7. Click First, Previous, Next or Last button at the bottom of the page to navigate between pages.

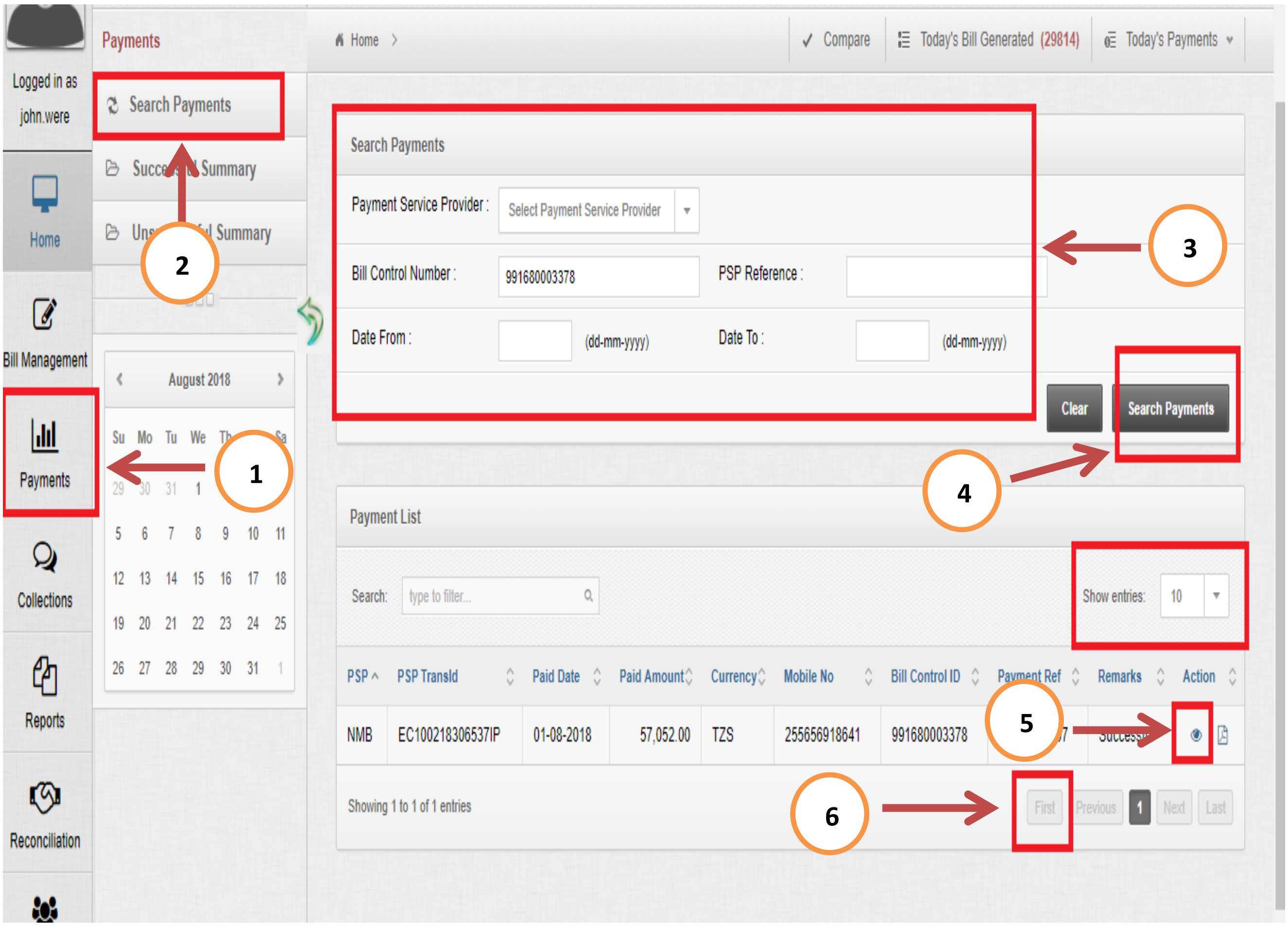

Figure 10: Search Payment View

2.7.1 GePG Collection

This allows user(s) to View the daily summaries of the Total Collected Amount by various Payment Service Providers such as Mobile Network Operator (MNO), Banks and Point of Sales (POS). It also allows user(s) to search using specific collection criteria (i.e PSP, Amount, Transaction status etc.) and view its details. This process is done through the following steps:

1. Click Collections (The PSP Collection and Reconciliations links will be displayed)
2. Click PSP Collections (The Daily Collection Form will be displayed with the summarized Total Collections – MNO (TZS), Total Collections – BANKS (TZS) and Total Collections – MNO(TZS) at the top of the form)
3. From the filter enter date range i.e Date from To Date To.
4. The middle part of the form shows the list of PSPs daily collections with PSP Name(s) and with their corresponding Collected Amounts (TZS)
5. To specify individual collection, Click the “Search” field and enter the keyword of the collection transaction.
6. To specify the number of records to view in the collections List, select the number in the “Show Entries” Drop down List at the right most part.
7. Click First, Previous, Next or Last button at the bottom of the page to navigate between pages.

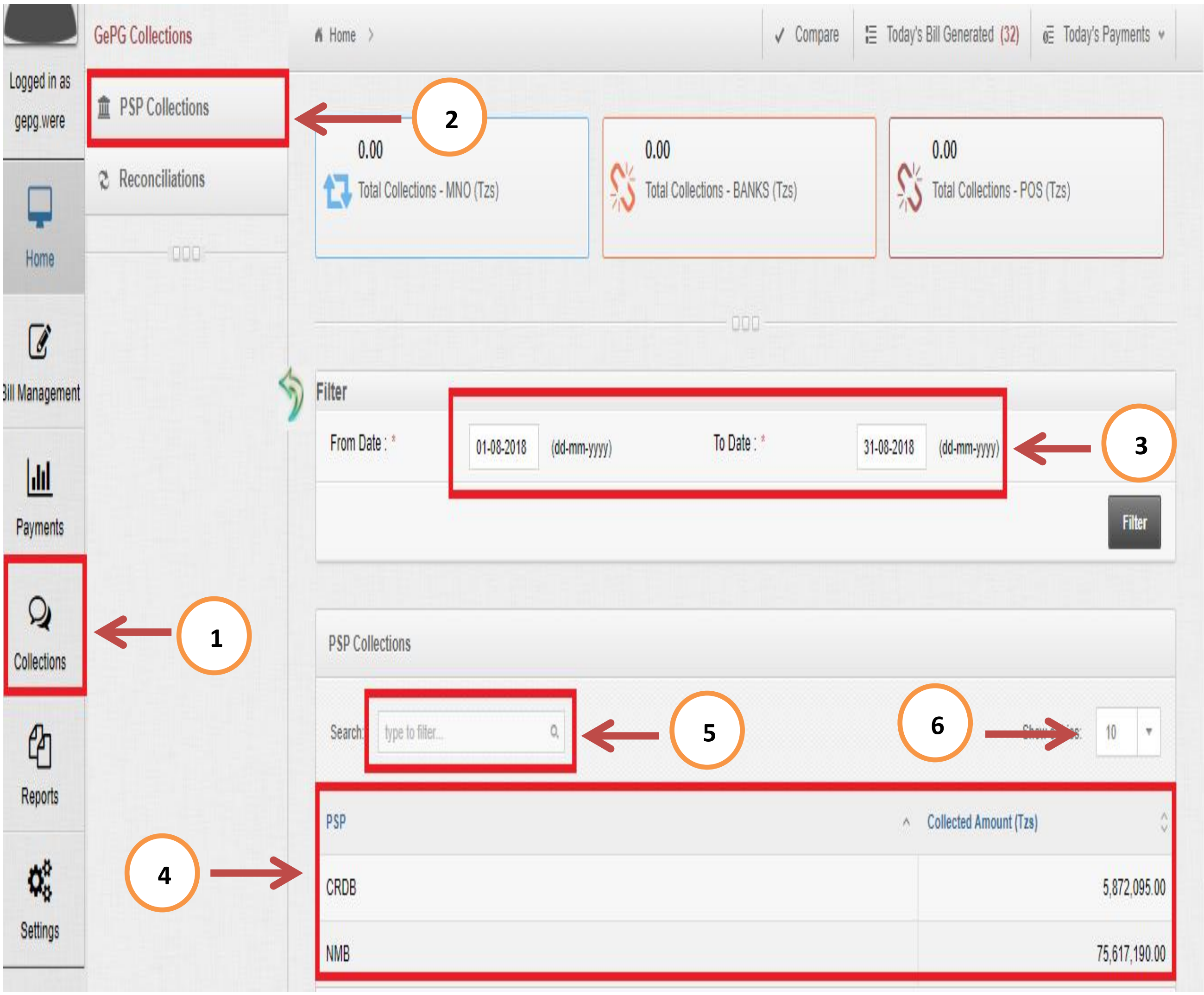

Figure 11: PSP Collections

2.8. Reports

This allows user(s) to have a well-formatted and organized presentation of data that have been processed and stored by the system. This process is done through the following steps:

1. Click Reports (The Collections vs. Target links will be displayed)
2. Click Collections Vs. Target (The Report form having Filter, monthly bill and collection summary with their graphical representation will be displayed)
3. From the filter select financial year , Month and Sub-SP.
4. Click "Search" to get the Report based on search criteria.

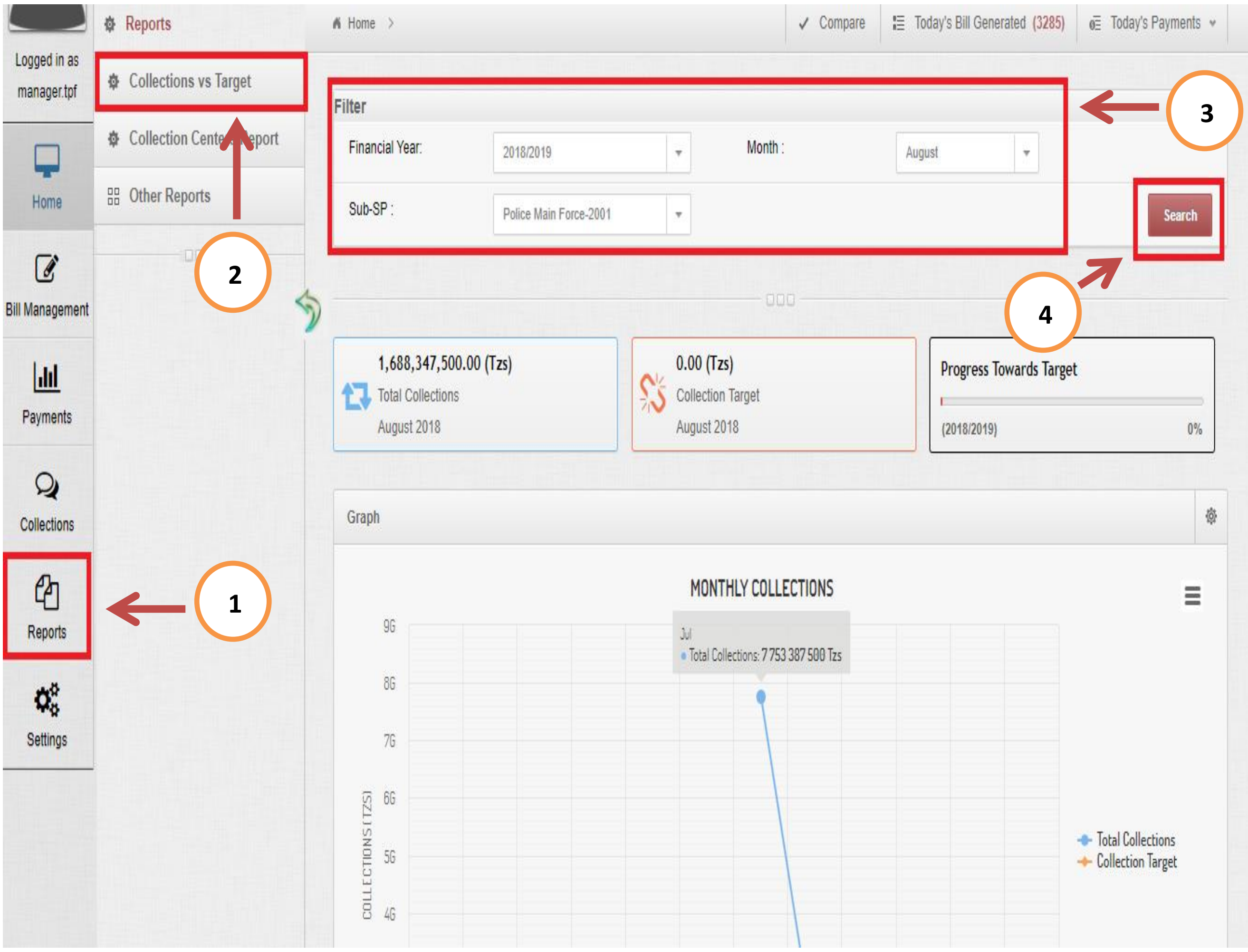

Figure 12 : Collection against target report

To view Reports based on collection centres , click collection centres report then follow the following steps:

1. In the filter select date range i.e date from to date to:
2. Click filter then report information based on collection centres and collected amount per collection centre.

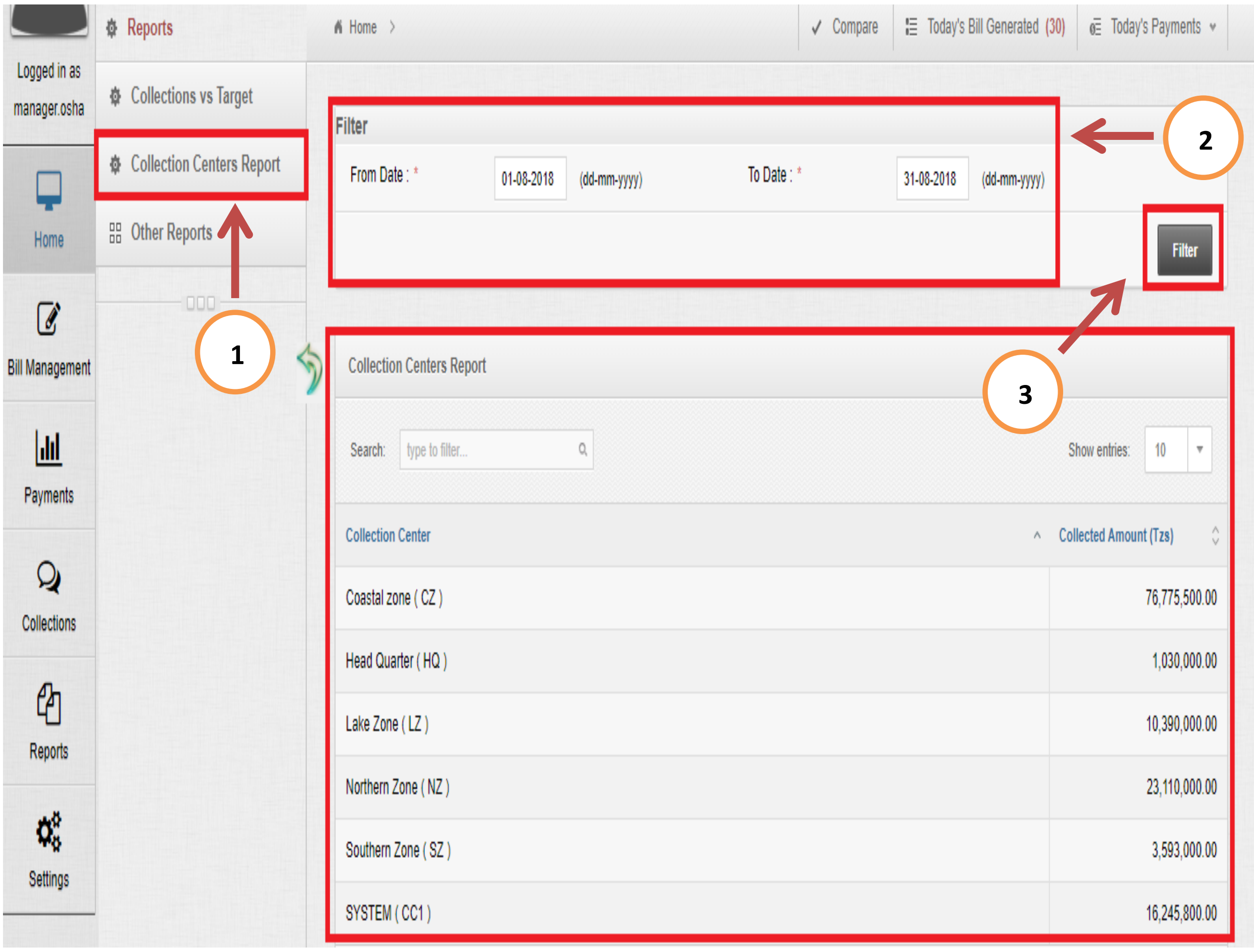

Figure 13: Reports based on collection centres

Other reports

Gepg includes many other system reports that you can use to gain insights into how collection is going on.

To view these reports follow the following steps:

1. Click other reports then list of available reports with their descriptions will be displayed.
2. Navigate to eye-like icon then click to view reports details.

3. Enter starting transaction date and ending transaction date then click preview to view the report.

4. 1

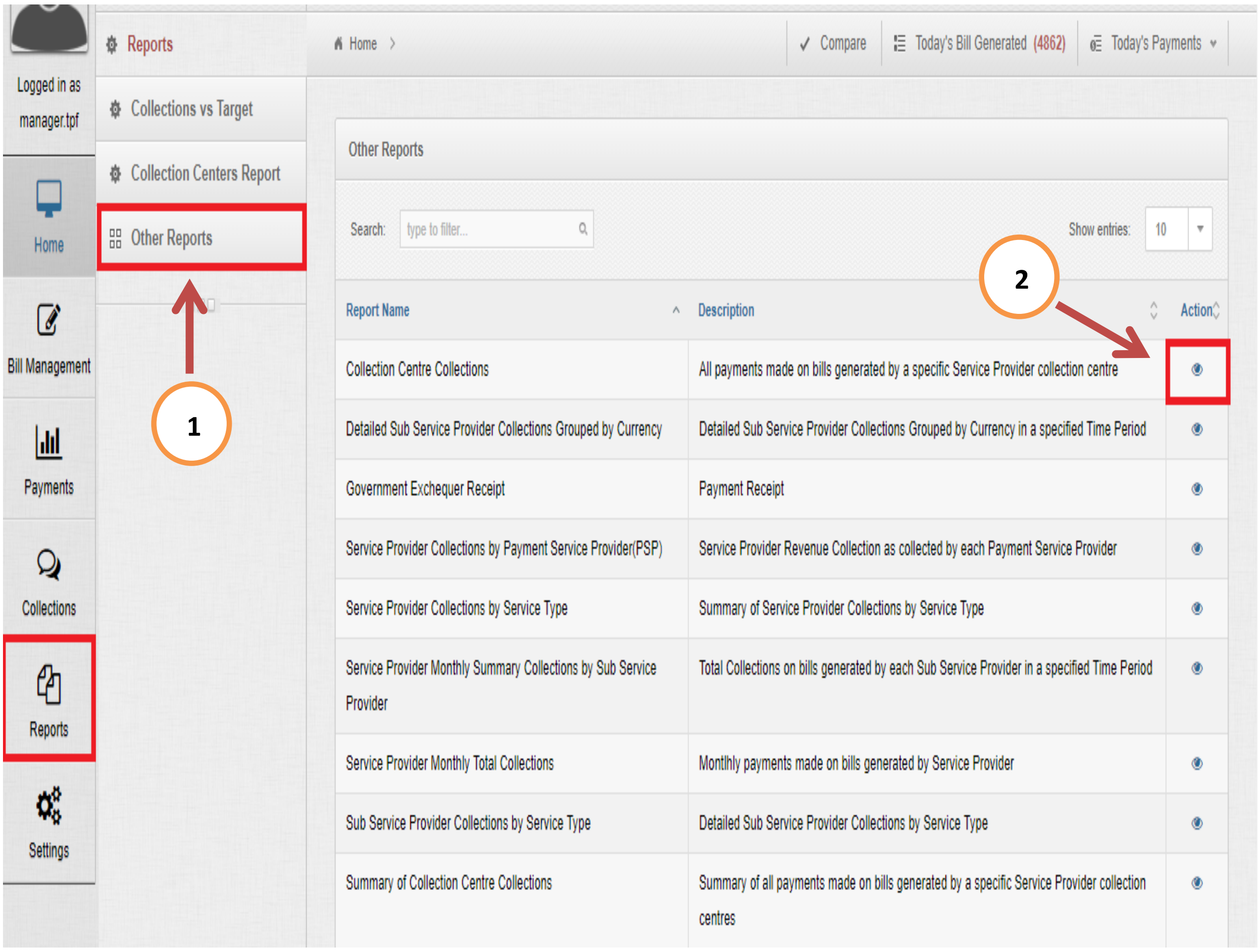

Figure 14: Other reports found on GePG

2.9. Settings

The setting module lets you define settings for sub SP registration, collection centres, exchange rate, communication API, contact personnel and GePG contact personnel.

2.9. 1. Sub-SP registration

To register Sub-SP go to Navigation pane and click settings, then click sub-SP registration and follow the following steps:

1. Go to Navigation pane and click settings;
2. Click sub-SP registration to fill sub-SP details;
3. Enter sub-SP name, short name and select active status;
4. Select appropriate sub-vote and enter sub-SP code;
5. Click create button to save sub-SP details or clear button to clear the details.

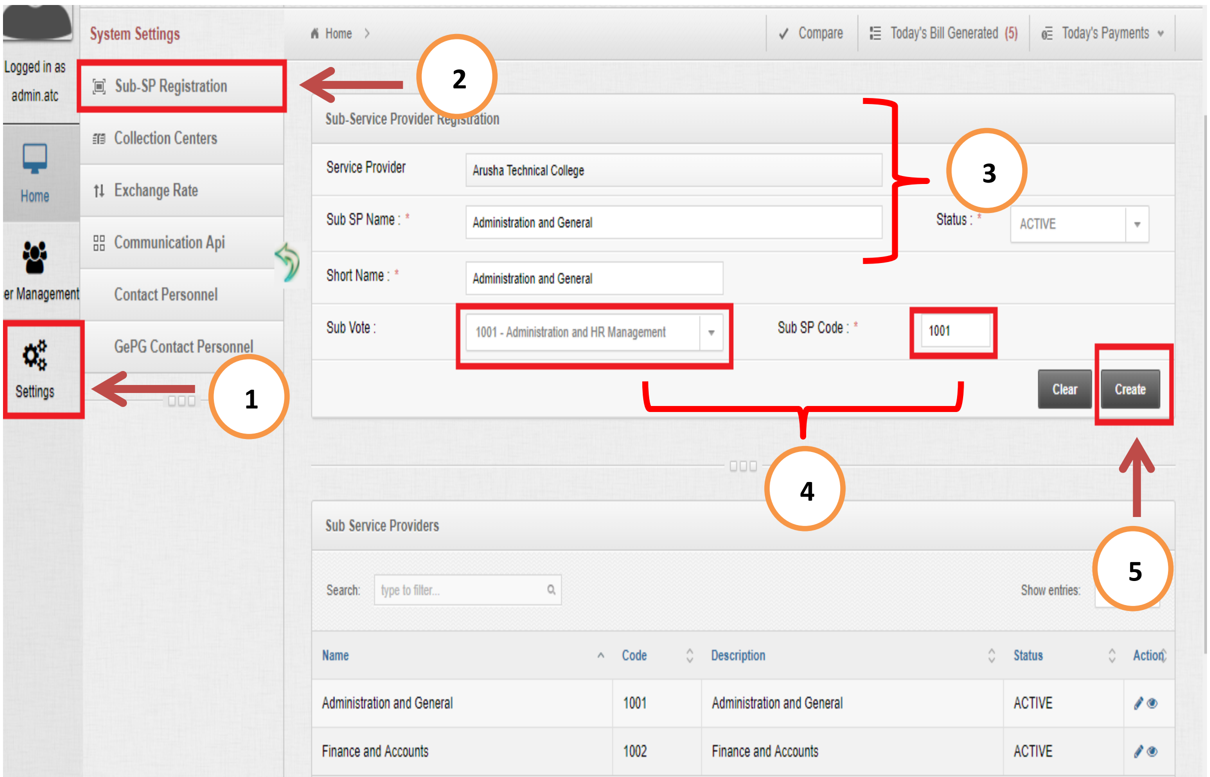

Figure 15 : Sub-SP Registration

2.9. 2 Collection centres

This form is used to register new or modify existing Collection Center(s) in the system. To register, you should follow the following **Steps**:

1. Click Settings (The System Setting window will display links of ALL forms under this feature)
2. Click Collection Centers (The form will be displayed with the respective Service Provider's Name)
3. Enter Region, District, Description (Name), Center Code and Status (On the Collection Centers' section)
4. Click "Create" to get the Collection Center's details in the system or "Clear" to clear ALL fields.
5. Click on the "Search Box" and enter the keyword of the existing Collection Center(s) (e.g. Name, Code, Description or Status)
6. Click the "View" option at the right most part of the Row if you want to view or modify Collection Center's Details
7. Leave the "Search Box" field empty (If you want to get a list of ALL Collection Center
8. To specify the number of records to view in the Collection Center List, select the number in the "Show Entries" Drop down List at the right most part.
9. Click First, Previous, Next or Last button at the bottom of the page to navigate between pages.

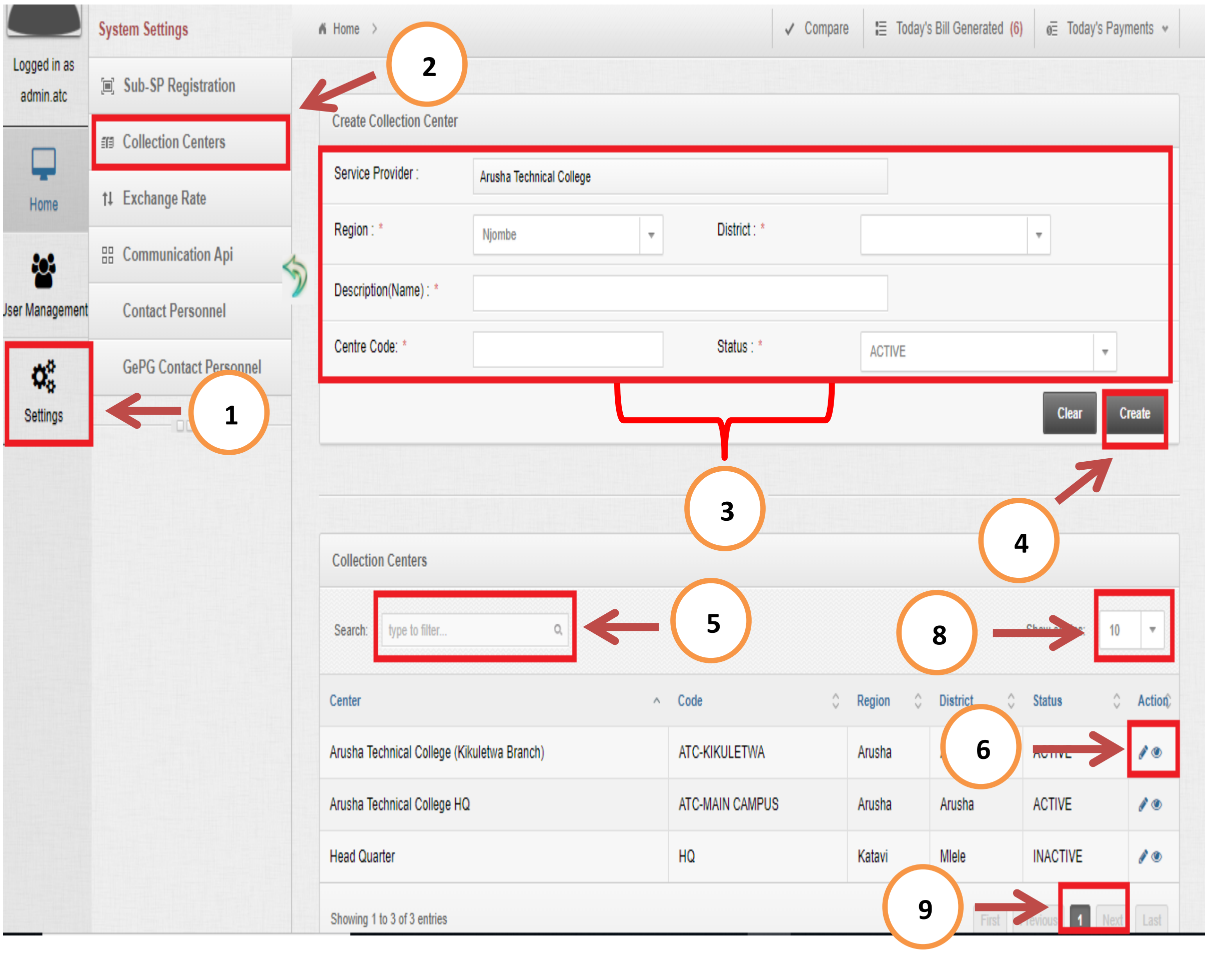

Figure 16 : Creation of collection centre

2.9.3 Exchange Rate

This form is used to set the Service Provider's exchange rate. To SET the exchange rate, you should follow the following **Steps**:

Create New Exchange Rate

1. Click Settings (The System Setting window will display links of ALL forms under this feature)
2. Click Exchange Rate (The form will be displayed with the respective Service Provider's Name)
3. Click the Calendar and select the Exchange Rate Date
4. Select the Currency
5. Enter the Exchange Rate
6. Select the Status
7. Click Save to store the Exchange Rate or Clear to Discard.

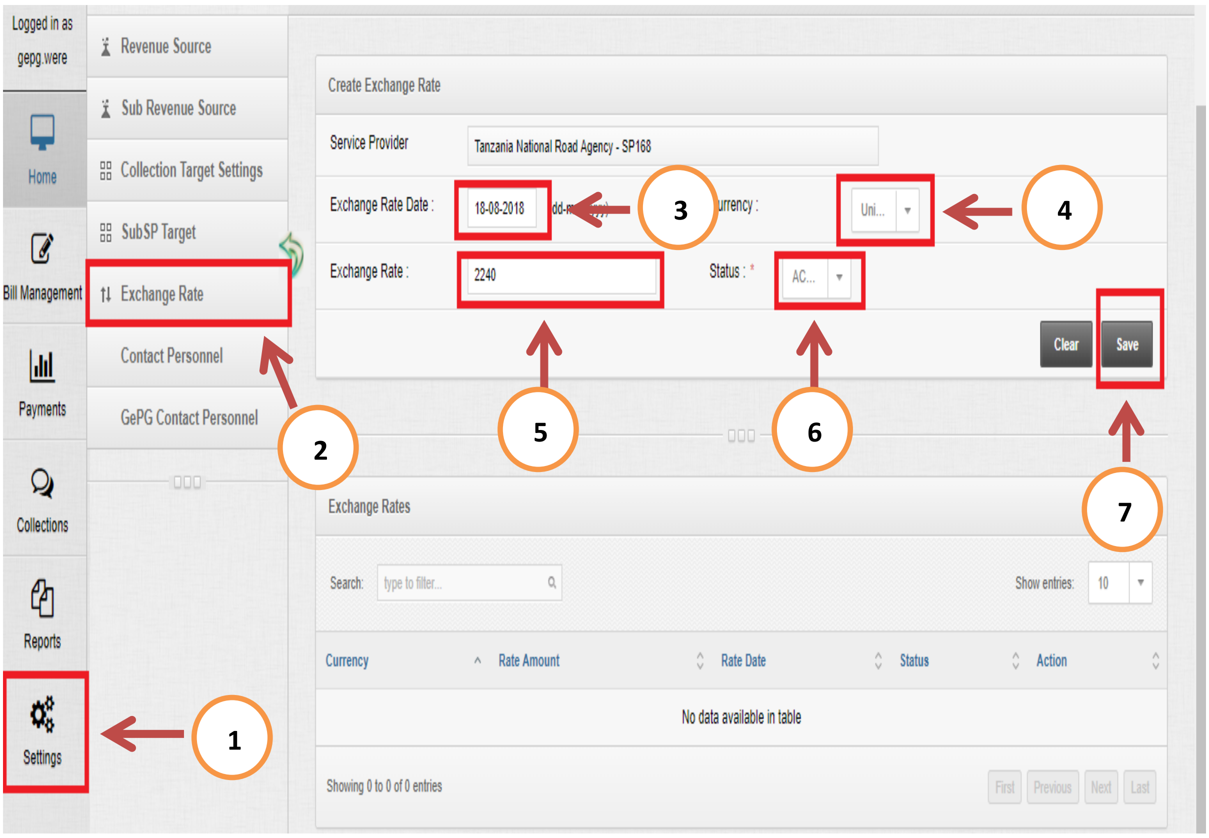

Fig: Creation of exchange rate

2.9.4 Revenue Sources

This form is used to register Revenue Sources that are expected to be collected within the specified Financial Year in the system. To register, you should follow the following. **Steps:**

2.9.4.1 To Register a Revenue Source

1. Click Settings (The System Setting window will display links of ALL forms under this feature)
2. Click Revenue Source (The form will be displayed with the respective Service Provider's Name)
3. Click the Drop Down List to select the Main Revenue Source (The respective Revenue items will be displayed will check box)
4. Click in the check box corresponding to the revenue item you want to use)
5. Click "Save" to store the Main Revenue Sources with its Revenue Item(s) in the system.

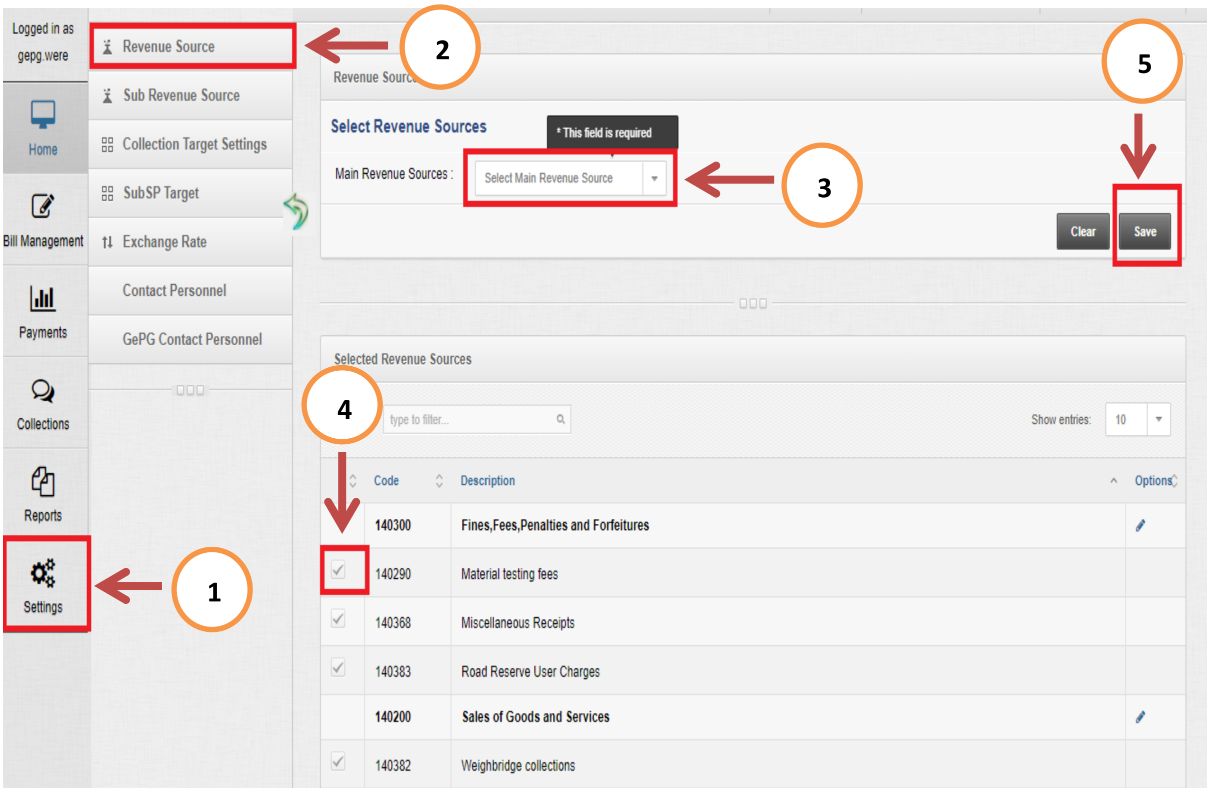

Figure 17: Registering revenue source

2.9.4.2 To Search for a Revenue Source:

1. Click in Filter field and type the Keyword of the Revenue code or description you want to search (The Revenue Source list that match the typed keyword will be displayed.

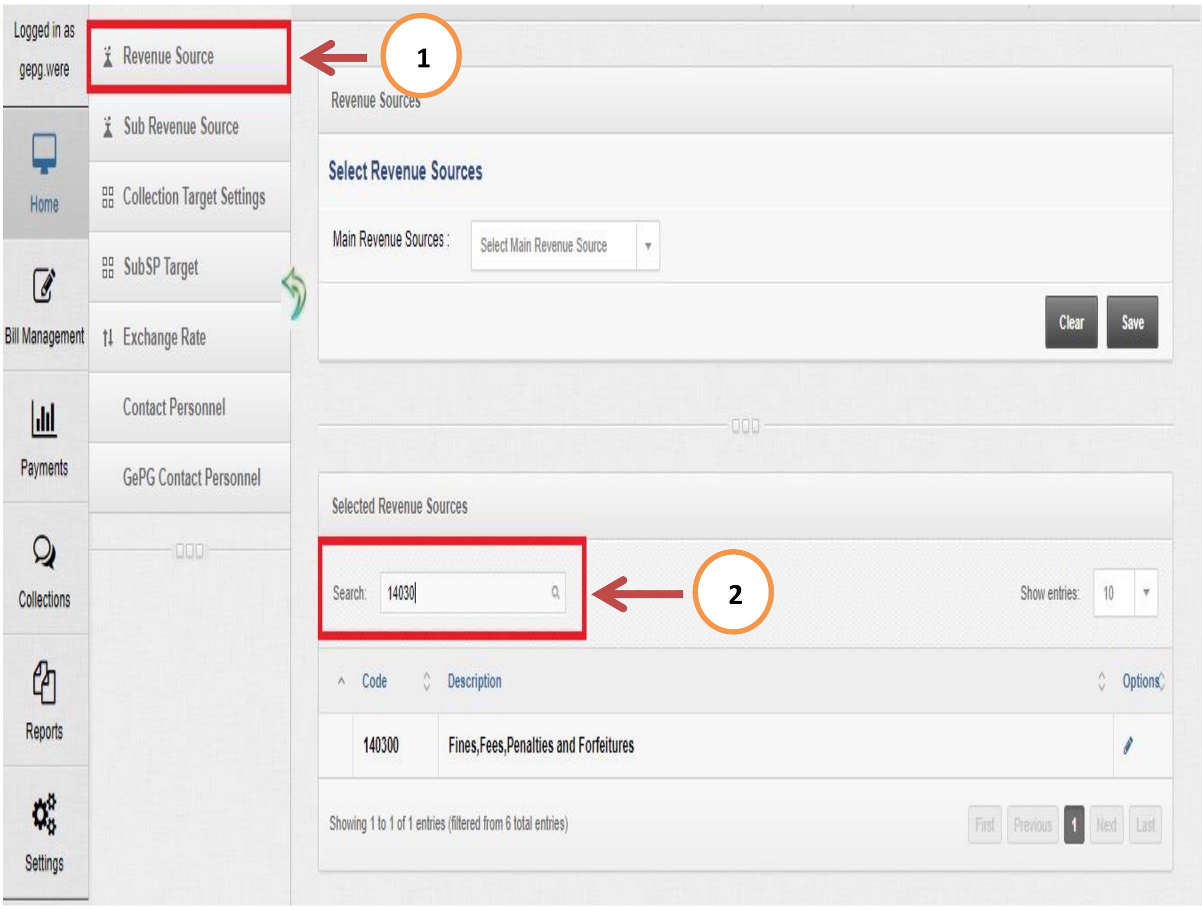

Figure 18: Searching for revenue source

2.9.4.2 To Modify Revenue Sources:

1. Click edit option to deselect revenue item(s) from the main revenue sources (the deselect revenue sources form will display)
2. Click the check box and untick (to deselect)
3. Click Save to keep the changes or Clear to Discard
4. To specify the number of records to view in the Revenue Sources List, select the number in the "Show Entries" Drop down List at the right most part.
5. Click First, Previous, Next or Last button at the bottom of the page to navigate between pages.

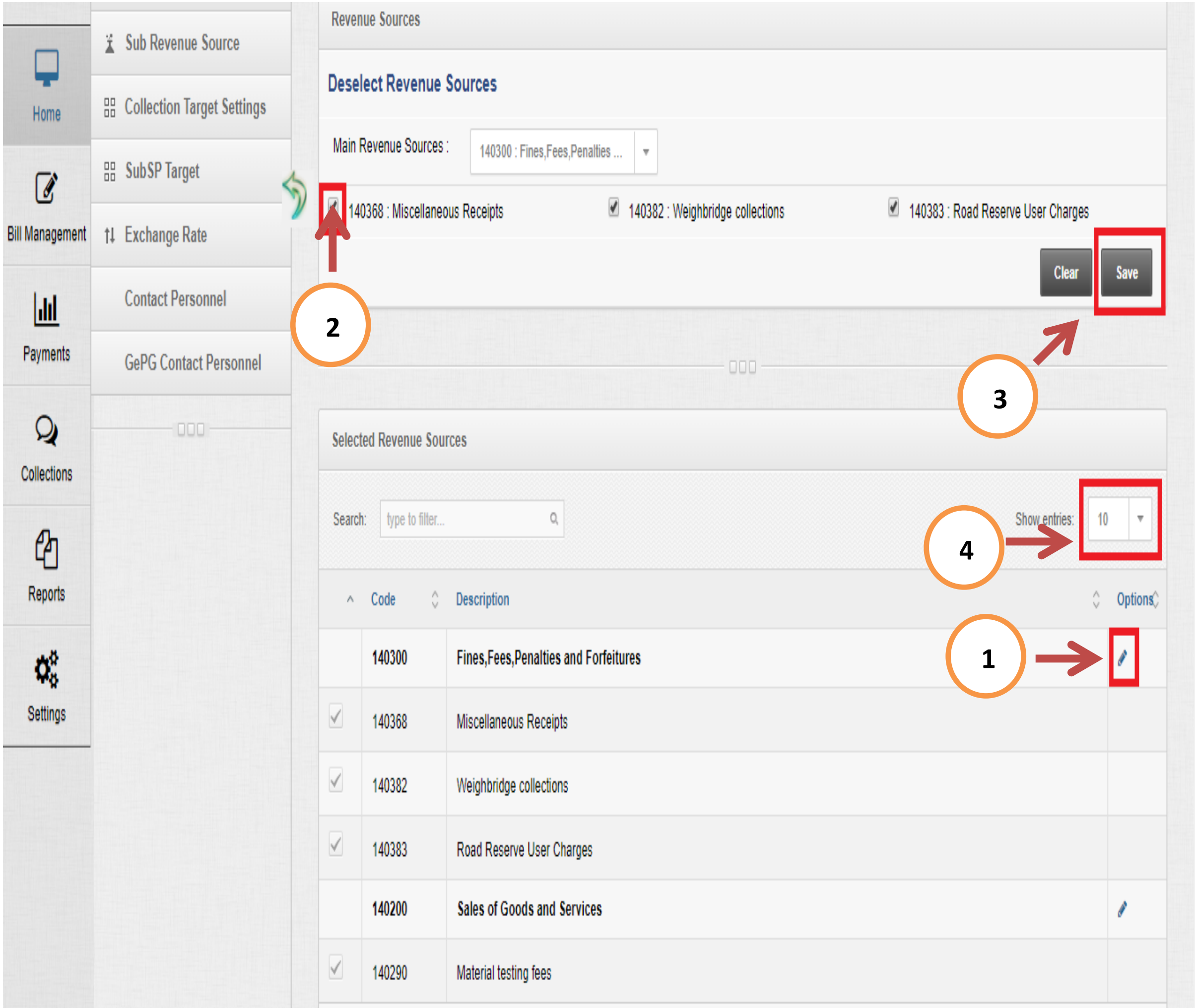

Figure 19 : Modifying revenue sources

2.9.5 Sub – Revenue Source

This form will allow you to register Sub Revenue Sources that are expected to be collected within the specified Financial Year in the system. To register, you should follow the following:

Steps: **To Register a sub- Revenue Source**:

1. Click Settings (The System Setting window will display links of ALL forms under this feature.
2. Click Sub Revenue Source (The form will be displayed with the respective Service Provider's Name.
3. Click the Drop Down List to select the Main Revenue Source (The respective Revenue items will be displayed will check box).
4. Click in the check box corresponding to the revenue item you want to use).
5. Click "Save" to store the Main Revenue Sources with its Revenue Item(s) in the system.
6. Click "Clear" to clear Selection.

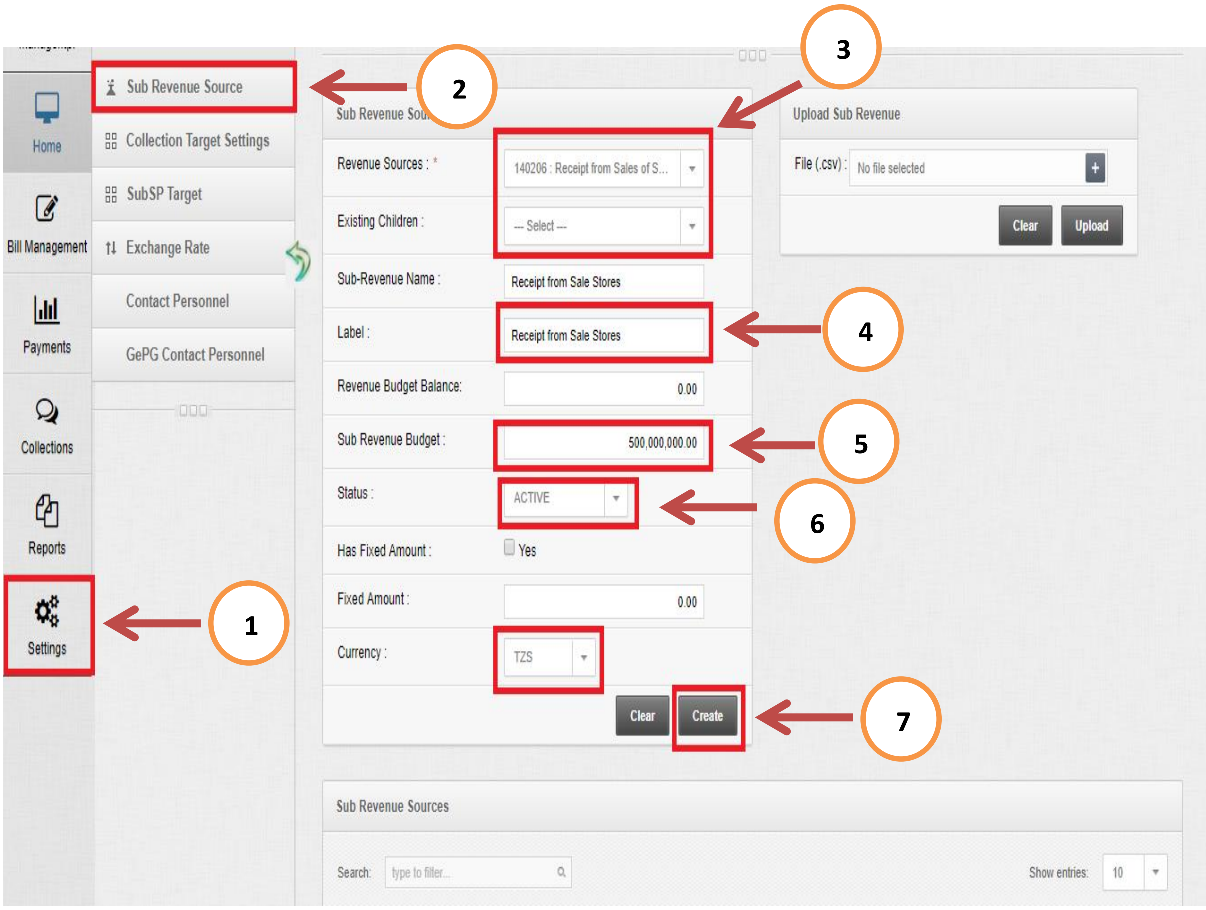

Figure 20: Sub-SP registration

2.9.6 Collection Target Settings

This form will allow you to set the Collection targets. The annual Revenue Source's Budget is divided into twelve periods (months). To SET the target, you should follow the following

Steps:

Create Target

1. Click Settings (The System Setting window will display links of ALL forms under this feature)
2. Click Collection Target (The form will be displayed with the respective Service Provider's Name)
3. Select the Revenue Source you want to set target on (After selection the Total Target per Revenue Source will be displayed).
4. Enter the Target amount for each Period (The sum of all period should be less or equal to Total Target per Revenue Source)
5. Click Save to store the targets or Clear to Discard.

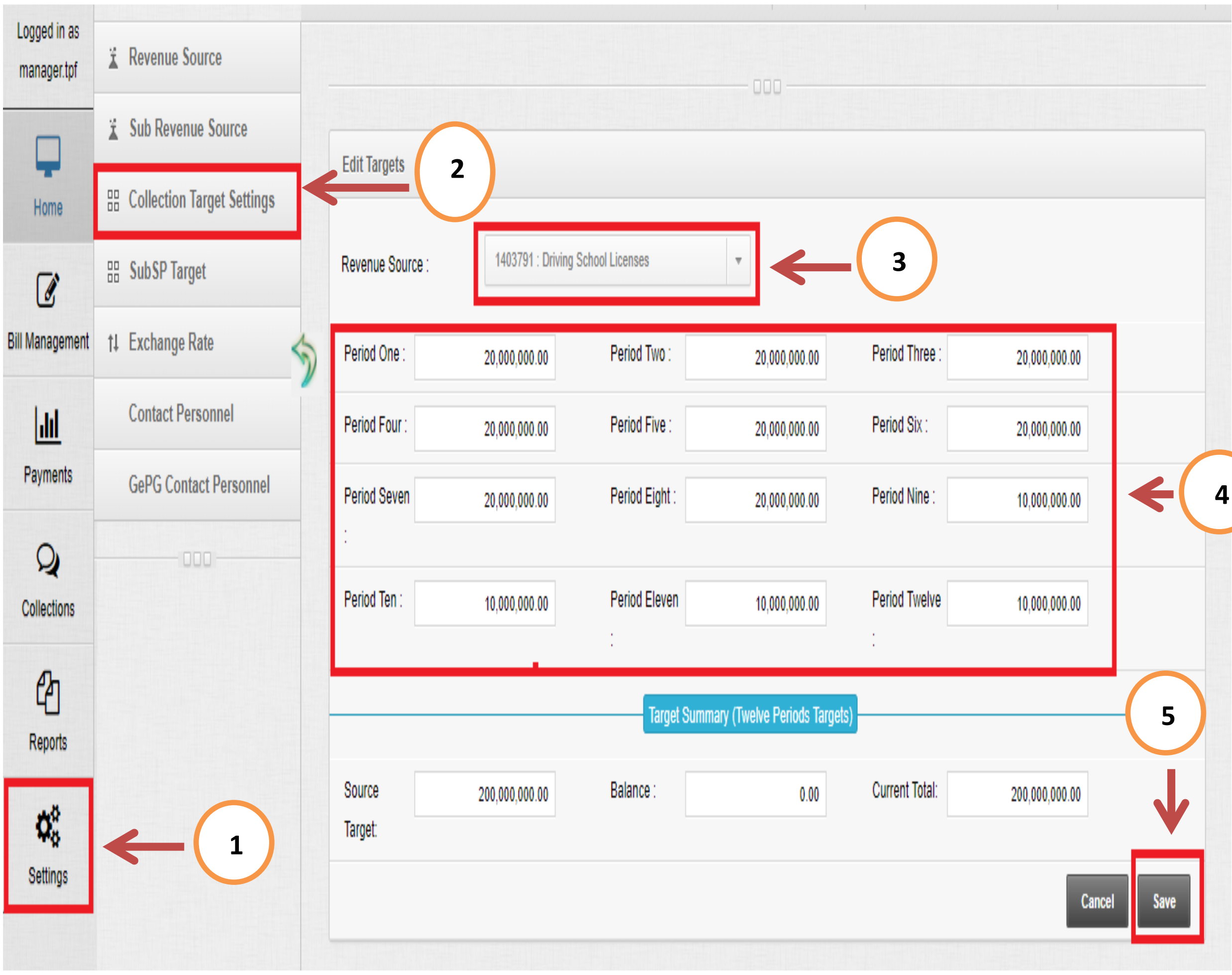

Figure 21: Collection Target settings

2.9.7 Sub-SP Target

This form will allow you to set the Sub SP / Sub Vote targets. The annual Service Provider's Budget is divided to ALL Sub SP in aggregate. To SET the Sub SP target, you should follow the following **Steps**:

Create Target

1. Click Settings (The System Setting window will display links of ALL forms under this feature)
2. Click Sub SP Target Settings (The form will be displayed with the respective Service Provider's Name)
3. Select the Sub SP and Financial Year
4. Enter Sub SP target total amount
5. Select the appropriate status (Active / Inactive)
6. Click Save to store the Sub SP targets or Clear to Discard

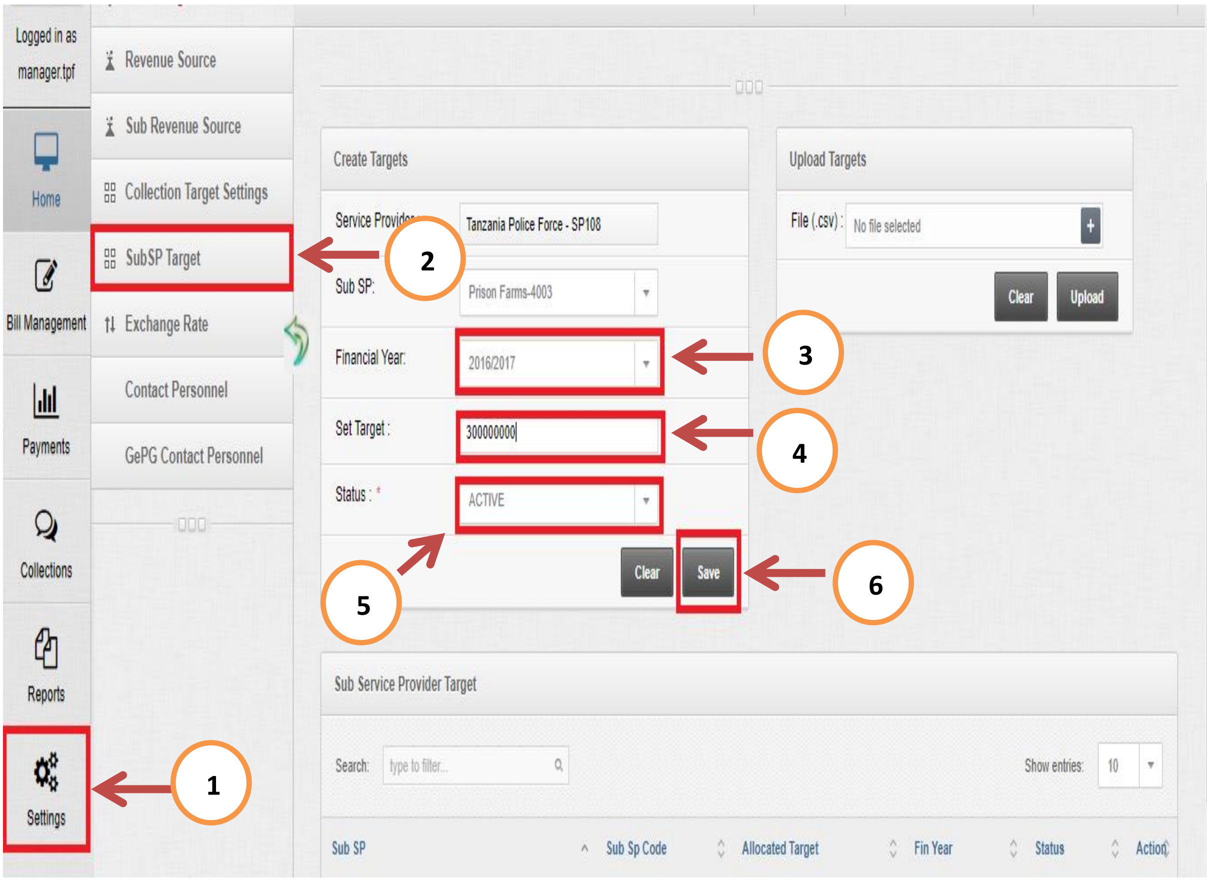

Figure 22: Sub-SP Target setting

2.9.8 Upload Target

To Upload target , follow the following steps:

1. Navigate to "Upload Target" then click "  " to choose the CSV file to be uploaded.
2. Click "Upload" to upload the file or "Clear" to clear the File field.

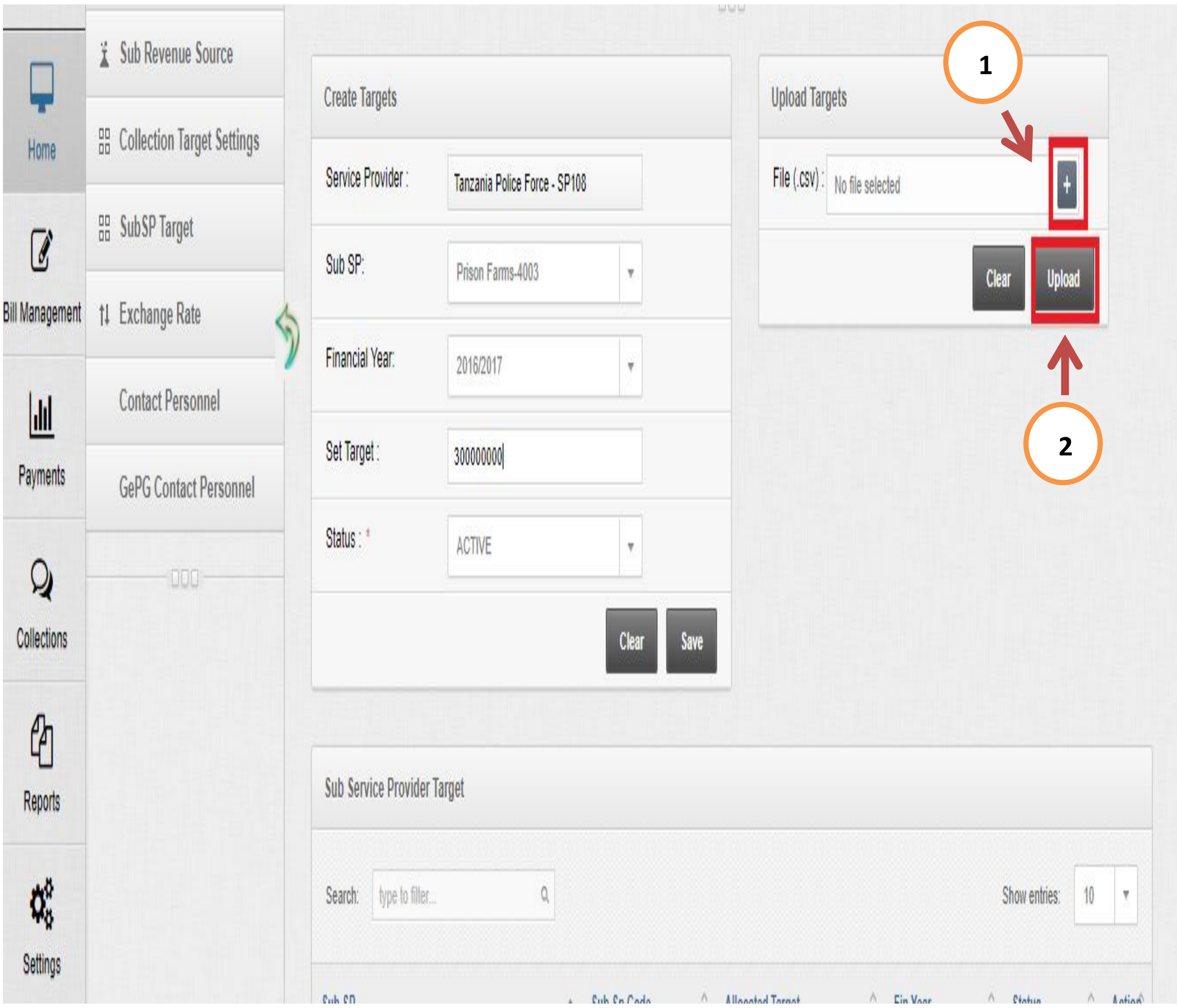

Fig:Uploading Target

2.9.10 Contact Personnel

This form lets you register the Contact Personnel. To Create the Contact Personnel, you should follow the following :

Steps:

1. Click Settings (The System Setting window will display links of ALL forms under this feature)
2. Click Create Personnel (you shall be shown the contact personnel registration form with several fields that need your inputs).
3. Enter all the required information in the contact personnel registration form.
4. Now that everything is set, you can click "Create" button to Contact Personnel or Clear to discard.

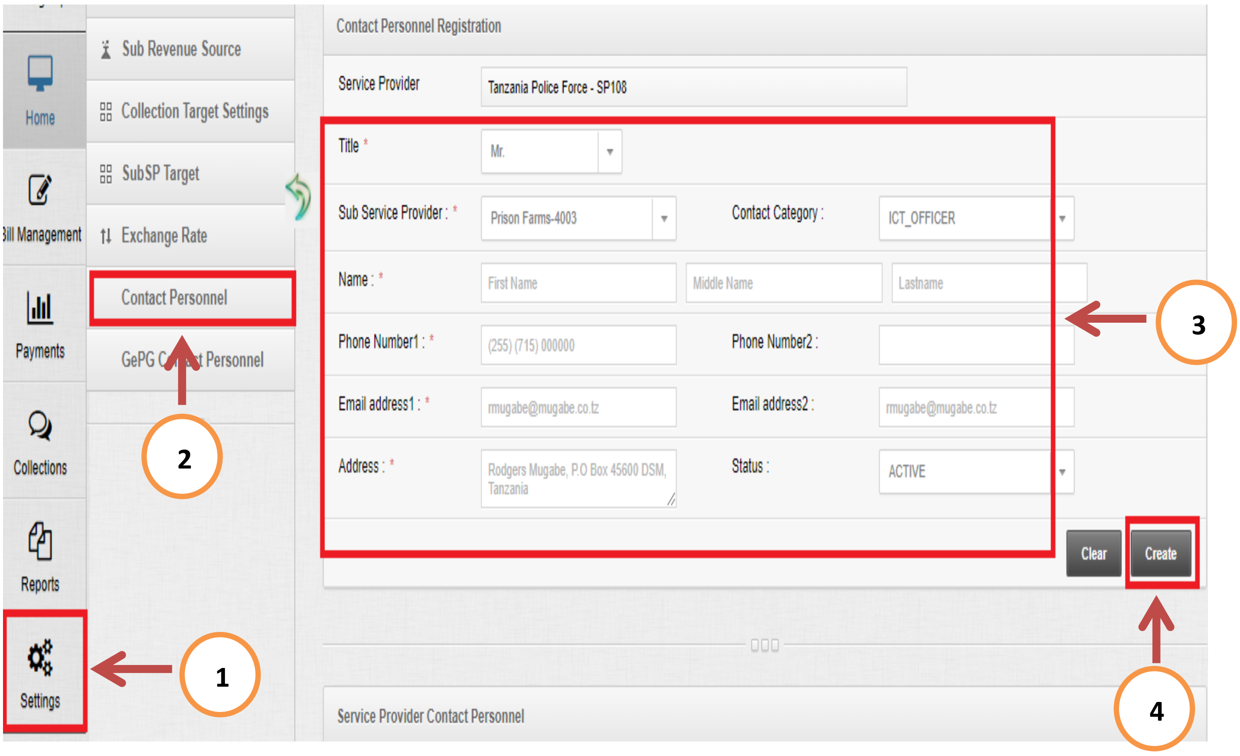

Figure 23: Contact personnel registration