

# KENYA PORTS AUTHORITY

## Biller Direct User Guide

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### Biller Direct Portal

**25/6/2013**

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## Purpose

The purpose of this user guide is to enable a user to be able to use the BD portal for transacting business with KPA.

The document provides a user with the relevant information in using the Biller Direct functions in the portal.

## Prerequisites

- Current Internet Browser
- Microsoft Internet Explorer from version 5.0 or
- Netscape Navigator from version 6.1 and above

## Menu Path

Use the following menu path to begin this transaction:

- Biller direct link <https://suppliers.kpa.co.ke/bd>

## Helpful Hints

- KPA website
- Biller direct link

**Procedure**

1. Start the transaction using the BD menu path.

**User Management, SAP AG**



2. As required, complete the following fields to login in the biller direct portal

Field	Description
User	Account number  <b>Example:</b> 210000
Password	XXXXXXXX

3. Click Log On button .  
Upon clicking logon the below screen will appear.

**Navigation**

Tab pages will appear as below:



4. **Open Bills**  
This shows a list of Open bills. It shows all the invoices that have been generated and are ready for payment.

**Display of bills**

To display a bill, select an invoice number and click on the red icon  .

List of Open Bills		Kenya Ports Authority:AFRICAN COTTON INDUSTRIES					
1. Select all bills that you would like to pay:							Find Bills
Bill Description	Due	Billed Amount in LC	Billed Amount	Open	Payment Amount	Action	
<input checked="" type="checkbox"/> Invoice:0075000411 of 28.06.2013 - USD 290.00	Jul 4, 2013	KES18,110.50	USD 290.00	USD 290.00	290.00	 	

The bill will be displayed as shown below.



**Kenya Ports Authority**  
**Invoice**

P.O. Box 95009, Mombasa - Kenya.  
 Tel: + 254 11 312211  
 Telefax: + 254 11 311867  
 Website: www.kenya-ports.com

**Bill-to-Party**  
 AFRICAN COTTON INDUSTRIES  
 PO Box 90324  
 80100 MOMBASA  
 KENYA

**Consignee**  
 Harvard Carrires ltd

**Payment information**  
 Pin No.: P051094522S  
 VAT No.: 0106742J  
 Bill No.: 75000411  
 Date: 28.06.2013  
 Sales Order no./date: 50000441/28.06.2013  
 Release Order No.: 1341354314  
 Customer: 210000  
 Currency: USD  
 Exchange rate: 62.45000

**Vessel:** MARA      **Arrival Date:** 28.06.2013      **Payment:** Up to 04.07.2013

### Payment process

The first step of the payment process is for a user to select invoices that he/she would like to pay.

List of Open Bills		Kenya Ports Authority:CHEVRON KENYA LTD.					
1. Select all bills that you would like to pay:							Find Bills
<input type="checkbox"/>	Bill Description	Due	Billed Amount in LC	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/>	Invoice 0076183392 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	USD 290.00	USD 290.00		
<input type="checkbox"/>	Invoice 0076183393 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	USD 247.76	USD 247.76		
<input type="checkbox"/>	Invoice 0076183394 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	USD 247.76	USD 247.76		
<input type="checkbox"/>	Invoice 0076183395 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	USD 203.00	USD 203.00		
<input type="checkbox"/>	Invoice 0076183396 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	USD 203.00	USD 203.00		
<input type="checkbox"/>	Invoice 0076183397 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	USD 290.00	USD 290.00		
<input type="checkbox"/>	Invoice 0076183378 of 28.05.2013 - USD 271.72	Jun 3, 2013	KES22,960.34	USD 271.72	USD 271.72		
<input type="checkbox"/>	Invoice 0076183379 of 28.05.2013 - USD 266.80	Jun 3, 2013	KES22,544.60	USD 266.80	USD 266.80		
<input type="checkbox"/>	Invoice 0076183380 of 28.05.2013 - USD 247.76	Jun 3, 2013	KES20,935.72	USD 247.76	USD 247.76		
<input type="checkbox"/>	Invoice 0076183381 of 28.05.2013 - USD 75.40	Jun 3, 2013	KES6,371.30	USD 75.40	USD 75.40		
<input type="checkbox"/>	Invoice 0076183382 of 28.05.2013 - USD 290.00	Jun 3, 2013	KES24,505.00	USD 290.00	USD 290.00		
<input type="checkbox"/>	Invoice 0076183383 of 28.05.2013 - USD 266.80	Jun 3, 2013	KES22,544.60	USD 266.80	USD 266.80		
<input type="checkbox"/>	Invoice 0076183384 of 28.05.2013 - USD 370.00	Jun 3, 2013	KES31,265.00	USD 370.00	USD 370.00		
<input type="checkbox"/>	Invoice 0076183385 of 28.05.2013 - USD 185.00	Jun 3, 2013	KES15,632.50	USD 185.00	USD 185.00		
<input type="checkbox"/>	Invoice 0076183386 of 28.05.2013 - USD 190.52	Jun 3, 2013	KES16,098.94	USD 190.52	USD 190.52		
<input type="checkbox"/>	Invoice 0076183375 of 26.05.2013 - USD 406.00	Jun 1, 2013	KES34,307.00	USD 406.00	USD 406.00		
<input type="checkbox"/>	Invoice 0076183376 of 26.05.2013 - USD 290.00	Jun 1, 2013	KES24,505.00	USD 290.00	USD 290.00		
<input type="checkbox"/>	Invoice 0076183377 of 26.05.2013 - USD 271.72	Jun 1, 2013	KES22,960.34	USD 271.72	USD 271.72		
<input type="checkbox"/>	Invoice 0076183367 of 21.05.2013 - USD 650.00	May 27, 2013	KES54,925.00	USD 650.00	USD 650.00		
<input type="checkbox"/>	Invoice 0076183368 of 21.05.2013 - USD 371.20	May 27, 2013	KES31,366.40	USD 371.20	USD 371.20		

The second step is to select a user bank account and the mode of payment for the invoices selected.

The following Payment modes are available from the portal:

- MPESA
- CASH
- CHEQUE
- RTGS
- TT

When ready to pay, choose the following steps:

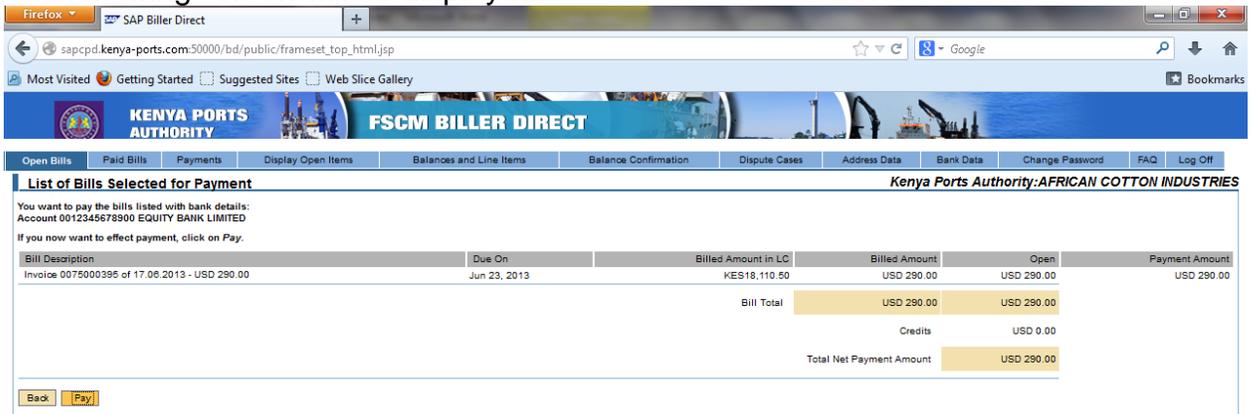
- i) select the bank account to pay from,
- ii) Select KPA Bank Account
- iii) Payment Mode
- iv) Currency

2. Select Your Bank Account/Payment Mode

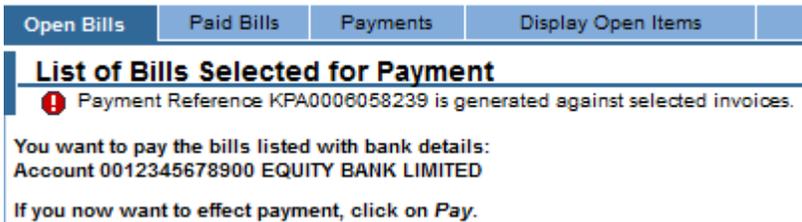
Account 0012345678900 EQUITY BANK LIMITED  KPA's Bank Account KPA'S CFC STANBIC BANK ACCOUNT  Payment Mode  Currency

The third step is to choose continue to check and confirm your payment.

The following screen will be displayed.

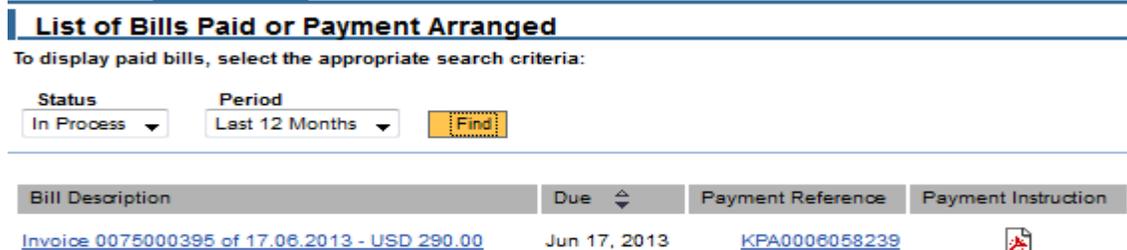


This will list all the bills that a user has selected for confirmation and payment .To effect payment. Click pay. Payment reference will be generated as below.



### 5. Paid Bills

This shows a list of paid bills or bills whose payment has been arranged. The status can either be in process or processed.



**List of Bills Paid or Payment Arranged** Kenya Ports Authority:AFRICAN COTTON INDUSTRIES

To display paid bills, select the appropriate search criteria:

Status:  Period:

Bill Description	Due	Payment Reference	Payment Instruction	Billed Amount	Already Paid	Status	Payment Method	Action
<a href="#">Invoice 0075000245 of 19.04.2013 - USD 487.20</a>	Apr 25, 2013			USD 487.20	<a href="#">USD 139.20</a>	Processed	Other Payments/Settlements	
<a href="#">Credit memo 0075000245 of 19.04.2013 - USD 139.20</a>	Apr 19, 2013			- USD 139.20	- USD 139.20	Processed	Other Payments/Settlements	
<a href="#">Invoice TEST of 23.10.2012 - KES 50,000.00</a>	Oct 29, 2012			USD 800.64	<a href="#">USD 800.64</a>	Processed	Other Payments/Settlements	

**Payment reference**

This reference when displayed will show the KPA revenue receipt indicating the number of bills which have been selected for payment and the amounts involved.



### Payment instruction

This contains instructions of a user to his/her bank to pay KPA stated amount of money while quoting the KPA payment reference number.

25.06.2013

The Manager  
STANDARD CHARTERED BANK LTD  
NRB  
MOI AVENUE  
NAIROBI  
KE

Dear Sir/Madam,

**RE: TRANSFER FROM ACCOUNT NUMBER 0020020004018**

Please take this as authority to debit my/our account number 0020020004018 with the sum of KES 38.089,22 (THIRTY-EIGHT THOUSAND EIGHTY-NINE) and effect the following payment by RTGS Payment to:

Beneficiary: KENYA PORTS AUTHORITY  
Account Number: 300046401  
Bank: CITI BANK N.A. KENYA  
Payment Reference No.: KPA0006700090  
SWIFT Code/ IBAN Number: CITIKENA  
Bank Code: 16000

[Please debit charges to the same account.]

It is mandatory that the Payment Reference Number is reflected in the outgoing payment for the receiving bank and KPA to honor the payment.

Yours faithfully,

.....  
Authorized signatory

.....  
Authorized signatory

## 6. Payments

This tab page shows the payment reference and the payment instruction that has been arranged for the settlement of invoices/bills which can show documents in process or those already processed.

Kenya Ports Authority:AFRICAN COTTON INDUSTRIES						
List of Payments						
To display the list of payments, select the appropriate search criteria:						
Status Processed	Period Last 12 Months	<input type="button" value="Find"/> <input type="button" value="Extend Search"/>				
Payment Description	Used On	Payment Reference	Payment Instruction	Payment Amount	Payment Method	Action
Payment 000058136 of 07.05.2013	May 7, 2013	<a href="#">KPA0006058136</a>		USD 440.88	Other Payments/Settlements	
Payment 000058074 of 18.04.2013	Apr 18, 2013	<a href="#">KPA0006058074</a>		KES 9,367.50	Other Payments/Settlements	
Payment 000058051 of 11.04.2013	Apr 11, 2013	<a href="#">KPA0006058051</a>		USD 1,351.40	Other Payments/Settlements	
Payment 000058052 of 11.04.2013	Apr 11, 2013	<a href="#">KPA0006058052</a>		USD 1,351.40	Other Payments/Settlements	
Payment 000058053 of 11.04.2013	Apr 11, 2013	<a href="#">KPA0006058053</a>		KES 21,732.60	Other Payments/Settlements	
Payment 000058054 of 11.04.2013	Apr 11, 2013	<a href="#">KPA0006058054</a>		KES 21,732.60	Other Payments/Settlements	
Payment 000058055 of 11.04.2013	Apr 11, 2013	<a href="#">KPA0006058055</a>		USD 150.00	Other Payments/Settlements	
Payment 000058048 of 10.04.2013	Apr 10, 2013	<a href="#">KPA0006058048</a>		USD 1,351.40	Other Payments/Settlements	
Payment 000058047 of 05.04.2013	Apr 5, 2013	<a href="#">KPA0006058047</a>		USD 696.00	Other Payments/Settlements	
Payment 000058045 of 04.04.2013	Apr 4, 2013	<a href="#">KPA0006058045</a>		USD 348.00	Other Payments/Settlements	
Payment 000058046 of 04.04.2013	Apr 4, 2013	<a href="#">KPA0006058046</a>		KES 13,739.00	Other Payments/Settlements	
Payment 000058042 of 27.03.2013	Mar 27, 2013	<a href="#">KPA0006058042</a>		KES 13,739.00	Other Payments/Settlements	
Payment 000058043 of 27.03.2013	Mar 27, 2013	<a href="#">KPA0006058043</a>		KES 13,739.00	Other Payments/Settlements	
Payment 000058037 of 26.03.2013	Mar 26, 2013	<a href="#">KPA0006058037</a>		KES 21,732.60	Other Payments/Settlements	
Payment 000058038 of 26.03.2013	Mar 26, 2013	<a href="#">KPA0006058038</a>		USD 220.00	Other Payments/Settlements	
Payment 000058039 of 26.03.2013	Mar 26, 2013	<a href="#">KPA0006058039</a>		USD 348.00	Other Payments/Settlements	
Payment 000058040 of 26.03.2013	Mar 26, 2013	<a href="#">KPA0006058040</a>		KES 21,732.60	Other Payments/Settlements	
Payment 000058032 of 22.03.2013	Mar 22, 2013	<a href="#">KPA0006058032</a>		USD 220.00	Other Payments/Settlements	

## 7. Display Open items

This shows items which are open and have not been settled or where there is an incoming payment but payment has not been received by KPA.

The screenshot shows the 'Display Open Items' page in the SAP Biller Direct system. The page header includes the Kenya Ports Authority logo and the title 'FSCM BILLER DIRECT'. A navigation menu at the top lists various options like 'Open Bills', 'Paid Bills', 'Payments', 'Display Open Items', 'Balances and Line Items', etc. The main content area is titled 'Display Open Items' and shows a table of open bills. The table is divided into two sections: 'Payments & Credits' and 'Bills'. The 'Bills' section contains the following data:

Reference	Reference Date	Document No.	Amount	Action
<a href="#">0076278110</a>	Jun 25, 2013	0076278110 - Invoice	USD 235.52	
<a href="#">0076278117</a>	Jun 25, 2013	0076278117 - Invoice	USD 157.76	
<a href="#">0076278135</a>	Jun 25, 2013	0076278135 - Invoice	USD 235.52	
<a href="#">0076278256</a>	Jun 25, 2013	0076278256 - Invoice	USD 235.52	
<a href="#">0076278258</a>	Jun 25, 2013	0076278258 - Invoice	USD 631.04	
<a href="#">0076278298</a>	Jun 25, 2013	0076278298 - Invoice	USD 235.52	
<a href="#">0076278307</a>	Jun 25, 2013	0076278307 - Invoice	USD 235.52	
<a href="#">0076278333</a>	Jun 25, 2013	0076278333 - Invoice	USD 157.88	
<a href="#">0076266838</a>	Jun 11, 2013	0095031078 - Invoice	USD 23.20	
<a href="#">0117445167</a>	Jun 22, 2013	0117445167 - Invoice	USD 60.00	
<a href="#">0117445222</a>	Jun 23, 2013	0117445222 - Invoice	USD 160.00	
<a href="#">0117445319</a>	Jun 25, 2013	0117445319 - Invoice	USD 132.00	
Total:			USD 0.00	
Balance:			USD 2,664.48	

At the bottom of the table, there is a 'Detail View' button.

javascript:displayBillingDocumentHtml('billingdocument\_show.pdf?BILLINGDOC=SD\_0076278258&PARTNERKEY=0000210038&PARTNERCOCD=1000&INVOICEFORMAT=XRAW&base\_page=openitem\_init')

## 8. Balances and Line Items

This shows total balances of invoices per period. It shows all the debits and credits and the balances.

**Balances and Line Items** Kenya Ports Authority:ALFOST ENTERPRISE LTD

To see the items for a particular period, click on the corresponding amount.

Fiscal Year : 2013 Currency: KES

Month	Debit	Credit	Balance	Accumulated Balance
2013				KES 150,075.85
01/2013	<a href="#">KES 4,003,174.67</a>	<a href="#">KES 3,902,320.22</a>	<a href="#">KES 100,854.35</a>	KES 250,930.20
02/2013	<a href="#">KES 4,976,893.45</a>	<a href="#">KES 5,008,169.63</a>	<a href="#">- KES 31,276.18</a>	KES 219,654.02
03/2013	<a href="#">KES 4,816,196.44</a>	<a href="#">KES 4,748,433.24</a>	<a href="#">KES 67,763.20</a>	KES 287,417.22
04/2013	<a href="#">KES 3,639,047.92</a>	<a href="#">KES 3,700,103.40</a>	<a href="#">- KES 61,055.48</a>	KES 226,361.74
05/2013	<a href="#">KES 4,799,069.37</a>	<a href="#">KES 4,929,995.52</a>	<a href="#">- KES 130,926.45</a>	KES 95,435.29
06/2013	<a href="#">KES 3,630,960.78</a>	<a href="#">KES 3,397,416.35</a>	<a href="#">KES 133,544.43</a>	KES 228,979.72
<b>Total</b>	<a href="#">KES 25,765,342.63</a>	<a href="#">KES 26,686,439.66</a>	<a href="#">KES 78,903.87</a>	KES 0.00

Print Excel CSV

Sales:

## 9. Balance confirmation

This shows the total balances at the end of a given period.

The screenshot displays the SAP Biller Direct web interface. The browser address bar shows the URL: `sapcp01.kenya-ports.com:50000/bd/public/frameset_top_html.jsp`. The page title is "Balance Confirmation" and the user is logged in as "Kenya Ports Authority:ALFOST ENTERPRISE LTD".

The page content includes:

- Company Information:** Kenya Port Authority / / ALFOST ENTERPRISE LTD, P.O. Box 40244, 0 MOMBASA.
- Date:** Jun 25, 2013
- Key Date:** Jun 25, 2013
- Your Account with Us:** 0000210038
- Our Accounting Clerk:** (blank)
- Telephone:** (blank)
- Fax Number:** (blank)

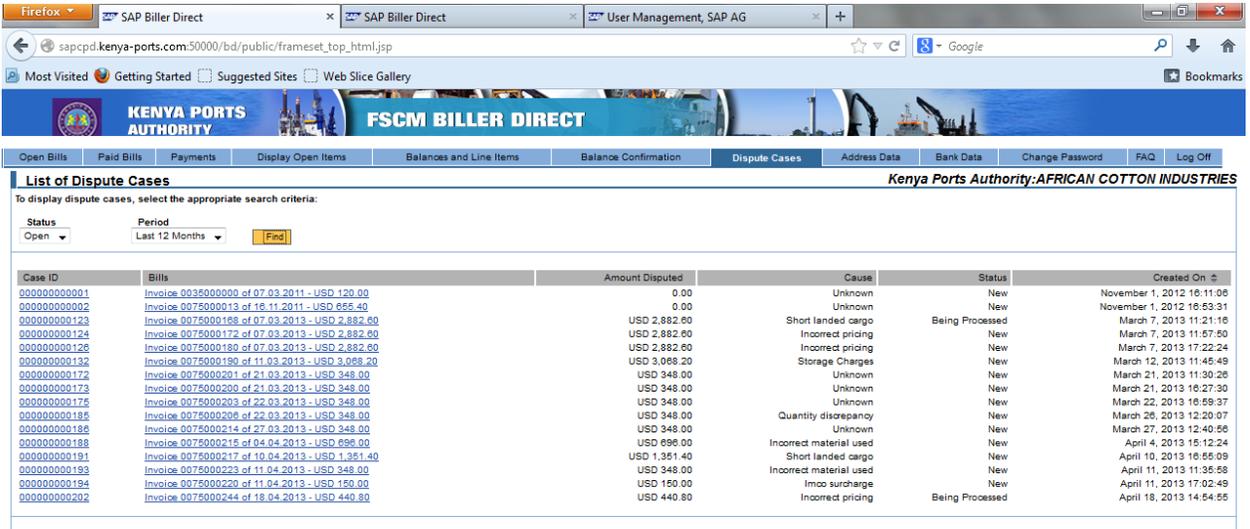
The main heading is "Balance Confirmation At Jun 25, 2013". Below this, there is a message: "Dear Sir or Madam, With reference to the check of our year-end closing, we would request you to compare the open items detailed in the itemization as at Jun 25, 2013 with your books, and to confirm the balance no later than Jul 25, 2013. If you discover any differences when you make the check would you please supply us with details so that we are able to determine the reasons for them. For your reply, including your statement of differences, please use the reply button at the bottom of the screen. We look forward to receiving your reply." The signature is "Kenya Port Authority".

The "Open Item Itemization:" section contains the following table:

Business Transaction	Due	Reference	Reference Date	Amount	Action	Confirmation
0076278110 - Invoice - Jun 25, 2013	Jul 9, 2013	<a href="#">0076278110</a>	Jun 25, 2013	USD 235.52		<input checked="" type="radio"/> Yes <input type="radio"/> No
0076278117 - Invoice - Jun 25, 2013	Jul 9, 2013	<a href="#">0076278117</a>	Jun 25, 2013	USD 157.76		<input checked="" type="radio"/> Yes <input type="radio"/> No
0076278135 - Invoice - Jun 25, 2013	Jul 9, 2013	<a href="#">0076278135</a>	Jun 25, 2013	USD 235.52		<input checked="" type="radio"/> Yes <input type="radio"/> No

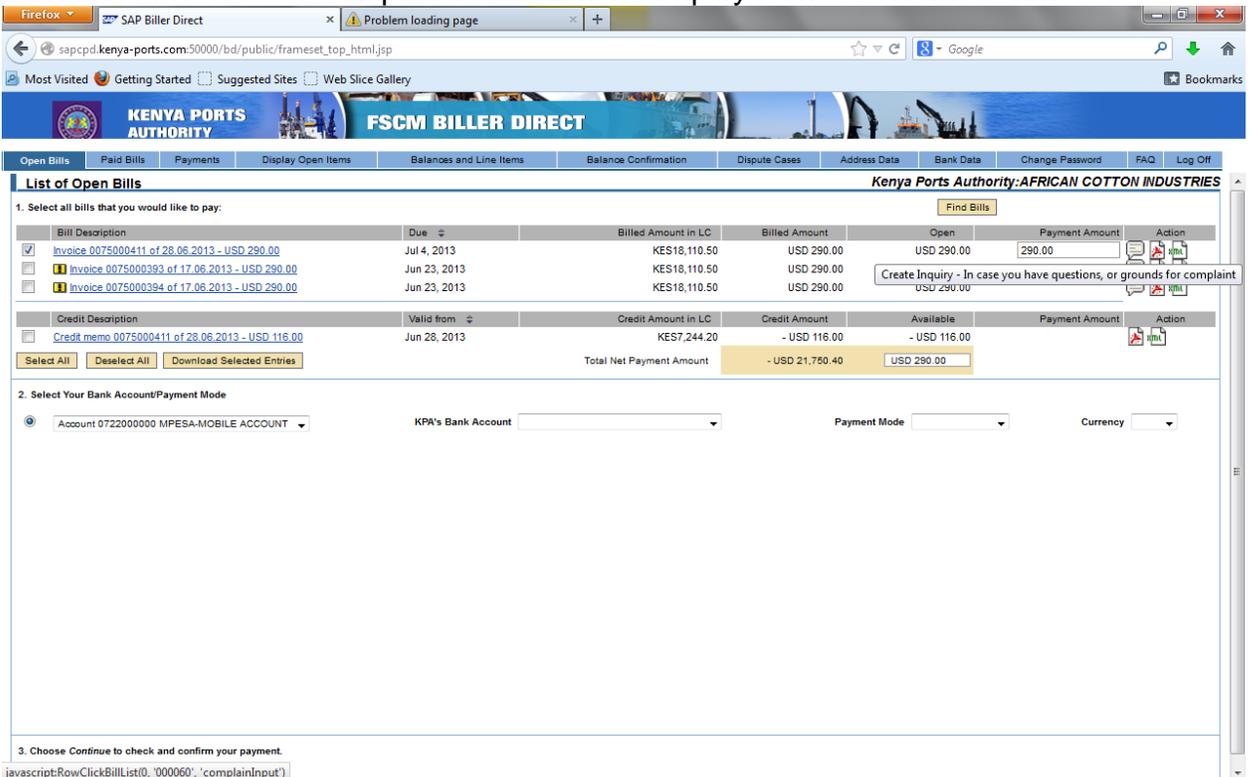
## 10. Dispute cases

This tab page shows a list of disputes cases, disputed amount and the status of the dispute. It allows a user to monitor real time the progress of the dispute case.



### Creation of Dispute case.

Select the invoice to be disputed and click the inquiry icon as shown below



Upon clicking of the inquiry icon the following screen will be displayed

**Enter Dispute Case** Kenya Ports Authority: AFRICAN COTTON INDUSTRIES

To create a dispute case for the following document, enter the required data.

To send your inquiry, choose **Send**.  
To return to the overview, choose **Back**.

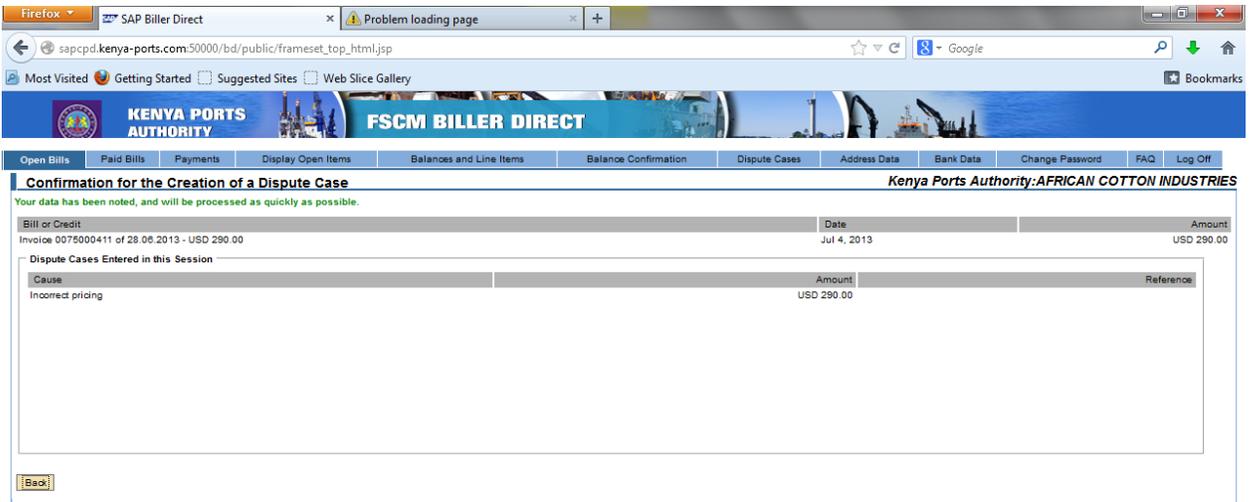
Bill or Credit	Date	Amount	Open
Invoice 0075000411 of 28.06.2013 - USD 290.00	Jul 4, 2013	USD 290.00	USD 290.00

Cause	Amount	Reference
Unknown	290.00	

Comment:

Append File (Permitted Total Size: 4 MB): Files to be Attached:

Enter the Cause of the dispute from the drop down icon and comment on the details of the dispute. Where there are documents to be attached, browse and upload the documents before sending the dispute.



Once a dispute case has been created, confirmation message will be displayed to acknowledge receipt of the dispute. The dispute created can then be viewed under the Dispute tab page as shown below.

Firefox SAP Biller Direct Problem loading page

sapcpd.kenya-ports.com:50000/bd/public/frameset\_top\_html.jsp

Most Visited Getting Started Suggested Sites Web Slice Gallery

KENYA PORTS AUTHORITY
FSCM BILLER DIRECT

Open Bills Paid Bills Payments Display Open Items Balances and Line Items Balance Confirmation Dispute Cases Address Data Bank Data Change Password FAQ Log Off

**Kenya Ports Authority:AFRICAN COTTON INDUSTRIES**

**List of Dispute Cases**

To display dispute cases, select the appropriate search criteria:

Status: Open | Period: Last 12 Months | Find

Case ID	Bills	Amount Disputed	Cause	Status	Created On
000000000001	Invoice 0032000000 of 07.03.2011 - USD 120.00	0.00	Unknown	New	November 1, 2012 16:11:06
000000000002	Invoice 007500013 of 18.11.2011 - USD 855.40	0.00	Unknown	New	November 1, 2012 16:53:31
000000000123	Invoice 0075000198 of 07.03.2013 - USD 2,882.80	USD 2,882.80	Short landed cargo	Being Processed	March 7, 2013 11:21:16
000000000124	Invoice 0075000172 of 07.03.2013 - USD 2,882.80	USD 2,882.80	Incorrect pricing	New	March 7, 2013 11:57:50
000000000126	Invoice 0075000180 of 07.03.2013 - USD 2,882.80	USD 2,882.80	Incorrect pricing	New	March 7, 2013 17:22:24
000000000132	Invoice 0075000190 of 11.03.2013 - USD 3,068.20	USD 3,068.20	Storage Charges	New	March 12, 2013 11:45:49
000000000172	Invoice 0075000201 of 21.03.2013 - USD 348.00	USD 348.00	Unknown	New	March 21, 2013 11:30:28
000000000173	Invoice 0075000200 of 21.03.2013 - USD 348.00	USD 348.00	Unknown	New	March 21, 2013 16:27:30
000000000174	Invoice 0075000203 of 22.03.2013 - USD 348.00	USD 348.00	Unknown	New	March 22, 2013 16:59:37
000000000184	Invoice 0075000206 of 22.03.2013 - USD 348.00	USD 348.00	Quantity discrepancy	New	March 28, 2013 12:20:07
000000000186	Invoice 0075000214 of 27.03.2013 - USD 348.00	USD 348.00	Unknown	New	March 27, 2013 12:40:56
000000000188	Invoice 0075000216 of 04.04.2013 - USD 696.00	USD 696.00	Incorrect material used	New	April 4, 2013 15:12:24
000000000191	Invoice 0075000217 of 10.04.2013 - USD 1,351.40	USD 1,351.40	Short landed cargo	New	April 10, 2013 16:55:09
000000000193	Invoice 0075000223 of 11.04.2013 - USD 348.00	USD 348.00	Incorrect material used	New	April 11, 2013 11:35:58
000000000194	Invoice 0075000220 of 11.04.2013 - USD 150.00	USD 150.00	Imco surcharge	New	April 11, 2013 17:02:49
000000000262	Invoice 0075000244 of 18.04.2013 - USD 440.80	USD 440.80	Incorrect pricing	Being Processed	April 18, 2013 14:54:55
000000000288	Invoice 0075000411 of 28.06.2013 - USD 290.00	USD 290.00	Incorrect pricing	New	June 28, 2013 12:29:17

**Dispute Cases Entered in this Session**

Cause	Bills	Amount	Reference	Entered On
Incorrect pricing	Invoice 0075000411 of 28.06.2013 - USD 290.00	USD 290.00		June 28, 2013 12:29:24

## Credit Utilization

Once a dispute case is created and user account credited, the credit can be utilized to offset against future invoice payments. The invoice amount must however be greater than the credited amount so that a user can pay the difference as shown below. This is because the Biller Direct Portal is a payment tool.

The screenshot shows the SAP Biller Direct interface for Kenya Ports Authority. The page title is "Kenya Ports Authority:AFRICAN COTTON INDUSTRIES". The main content area is titled "List of Open Bills" and contains the following data:

Bill Description	Due	Billed Amount in LC	Billed Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/> Invoice 0075000411 of 28.06.2013 - USD 290.00	Jul 4, 2013	KES18,110.50	USD 290.00	USD 290.00	290.00	
<input type="checkbox"/> Invoice 0075000393 of 17.06.2013 - USD 290.00	Jun 23, 2013	KES18,110.50	USD 290.00	USD 290.00		
<input type="checkbox"/> Invoice 0075000394 of 17.06.2013 - USD 290.00	Jun 23, 2013	KES18,110.50	USD 290.00	USD 290.00		

Credit Description	Valid from	Credit Amount in LC	Credit Amount	Available	Payment Amount	Action
<input checked="" type="checkbox"/> Credit memo 0075000411 of 28.06.2013 - USD 116.00	Jun 28, 2013	KES7,244.20	- USD 116.00	- USD 116.00	-116.00	

Total Net Payment Amount: - USD 21,750.40    USD 174.00

2. Select Your Bank Account/Payment Mode

Account: 0012345678900 EQUITY BANK LIMITED    KPA's Bank Account: KPA'S CFC STANBIC BANK ACCOUNT    Payment Mode: CHEQUE    Currency: KES

3. Choose Continue to check and confirm your payment.

[Continue](#)

## 11. Address

This shows the address of the user and contact details.

The screenshot shows a web browser window with the URL `sapcpd.kenya-ports.com:50000/bd/public/frameset_top.html.jsp`. The page header includes the Kenya Ports Authority logo and the text "FSCM BILLER DIRECT". A navigation menu contains links for "Open Bills", "Paid Bills", "Payments", "Display Open Items", "Balances and Line Items", "Balance Confirmation", "Dispute Cases", "Address Data", "Bank Data", "Change Password", "FAQ", and "Log Off". The "Address Data" section is active, displaying the following information:

Address Data		Kenya Ports Authority:AFRICAN COTTON INDUSTRIES	
Responsible Contact Person			
[Icons: printer, copy, refresh]			
Address		Contact Data	
AFRICAN COTTON INDUSTRIES 80100 MOMBASA		P.O. Box 90324 80100 MOMBASA a@yahoo.com	

## 12. Bank data

This shows the bank details of the user.

The screenshot shows a web browser window with the URL `sapcpd.kenya-ports.com:50000/bd/public/frameset_top_html.jsp`. The page title is "FSCM BILLER DIRECT" and the user is identified as "Kenya Ports Authority:AFRICAN COTTON INDUSTRIES".

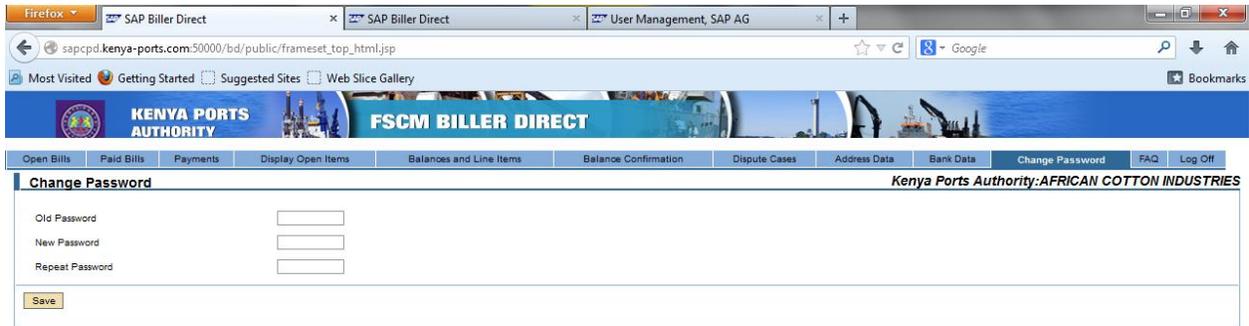
The navigation menu includes: Open Bills, Paid Bills, Payments, Display Open Items, Balances and Line Items, Balance Confirmation, Dispute Cases, Address Data, **Bank Data**, Change Password, FAQ, Log Off.

The "Bank Details" section shows the "Responsible Contact Person" field with a dropdown menu. Below this is a table of bank accounts:

Country	Bank Number	Account Number	IBAN	Bank Name	BIC/SWIFT	Account Holder	Account Description
KE	12345678901	0722000000		MPESA-MOBILE ACCOUNT		AFRICAN COTTON INDUSTRIES	
KE	E105	0012345678900		EQUITY BANK LIMITED	68014	AFRICAN COTTON INDUSTRIES	
KE	E105	0020000678900		EQUITY BANK LIMITED	68014	AFRICAN COTTON INDUSTRIES	

### 13 Change Password

This tab page allows a user to change password whenever required.



## 14. Frequently Asked Questions (FAQ)

This tab page contains a list of responses to the frequently asked questions. You navigate through the page by clicking the links to the questions.

The screenshot displays a web browser window with the following details:

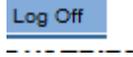
- Browser Tabs:** Firefox, SAP Biller Direct, SAP Biller Direct Documentation, SAP Biller Direct, User Management, SAP AG.
- Address Bar:** sapcpd.kenya-ports.com:30000/bd/public/Doku/frameset\_docu\_html.jsp
- Page Title:** Frequently Asked Questions: Paying Bills in the Internet
- Navigation:** Back, Forward, Home, Bookmarks, Search (Google).
- Page Content:**
  - MPESA Transact:**

You have selected MPESA payment option. If your amount is above KES 70000 kindly input two transactions to make a total of not more than KES 140000.

To Effect this payment kindly follow the following instructions

    1. Select "Pay Bill" from the M-Pesa Menu.
    2. Enter the KPA Limited business number **[INSERT KPA 6 DIGIT BUSINESS NUMBER]**.
    3. Enter your Payment Reference Number **[INSERT THE PAYMENT REFERENCE GENERATED BY BILLERS DIRECT]**.
    4. Enter the amount you wish to pay which should be between KES 100 and KES 70000. Enter you M-Pesa PIN.
    5. Confirm all details are correct by selecting OK.
    6. Repeat the above process if amount to be paid is above 70000 but not to exceed 140000 per day.
    7. You will receive a confirmation of the transaction via SMS. Treat this as proof of payment.
  - General Information:**
    - [Will my data be transferred securely?](#)
    - [What are the requirements for my Internet browser?](#)
    - [What settings do I have to make in my Internet browser?](#)
    - [Areas are displayed in the FAQ that I cannot display. Why is this?](#)
    - [Several business partners have been assigned to me. Where can I select the relevant account?](#)
  - Bills:**
    - [How can I send an inquiry for a bill?](#)
    - [There are sometimes differing formats available for displaying bills, open items and so on. Which display format should I choose?](#)
    - [How do I receive detailed information about a bill?](#)
    - [How can I change the payment amount?](#)
    - [I would like to pay a bill by check. How do I do this?](#)
    - [I would like to pay a bill by bank transfer. How do I do this?](#)
    - [Is it possible to upload bill data?](#)
    - [What does the status In Process mean?](#)
    - [How can I find a paid bill?](#)
    - [How can I pay a bill using new bank details?](#)
    - [How can I pay a bill using new credit card details?](#)
    - [Why is the open amount of a bill lower than the bill amount?](#)
    - [There are various display formats for the downloading of bills. Which one should I select?](#)
    - [What do I do if I have questions regarding a bill or if there is a reason to complain?](#)
    - [Where can I display the reply of the accounting clerk to my inquiry?](#)
    - [Do I have to deduct the amount of a discount from the bill amount myself?](#)
    - [What do I enter as the Name of the Account?](#)
    - [What do I enter as the Name of the Credit Card?](#)
  - Credits:**

## 15. Log off



This is the last tab page in the portal. When a user is not using the Biller direct portal, he/she can log off from the system by clicking the logoff icon.

# PAYMENT METHODS IN BILLER DIRECT

## 1. CASH PAYMENT.

You can use biller direct to make cash payment. What one needs to do is to choose payment mode to be cash , also choose the KPA bank account you intend to deposit the cash and the currency. Current if you decide to choose to deposit to KPA Citi bank account the payment is going to be reflected the same day in your account this is because KPA and Citi have a host to host transmission. The following is the procedure for cash payment:

Click Open Bills link label [Open Bills](#).  
Choose the bills you want to pay as shown below.

The screenshot displays the 'FSCM BILLER DIRECT' interface for Kenya Ports Authority. It features a navigation menu with options like 'Open Bills', 'Paid Bills', and 'Payments'. The main content area is titled 'List of Open Bills' and includes a 'Find Bills' search box. Below this, there are two tables: one for 'Bills' and one for 'Credits'. The 'Bills' table lists various invoices with their descriptions, due dates, and amounts. The 'Credits' table lists credit memos with their descriptions and valid dates. At the bottom, there is a section for selecting the bank account and payment mode, with dropdown menus for 'Account CASH', 'KPA's Bank Account' (set to 'KPA'S CITI BANK ACCOUNT'), 'Payment Mode' (set to 'CASH'), and 'Currency' (set to 'USD').

Bill Description	Due	Billed Amount in LC	Billed Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/> Invoice 0076183392 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00	24,505.00	
<input type="checkbox"/> Invoice 0076183393 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		
<input type="checkbox"/> Invoice 0076183394 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		
<input type="checkbox"/> Invoice 0076183395 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		
<input type="checkbox"/> Invoice 0076183396 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		
<input type="checkbox"/> Invoice 0076183397 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00		
<input type="checkbox"/> Invoice 0076183378 of 28.05.2013 - USD 271.72	Jun 3, 2013	KES22,960.34	KES 22,960.34	KES 22,960.34		
<input type="checkbox"/> Invoice 0076183380 of 28.05.2013 - USD 247.76	Jun 3, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		

Credit Description	Valid from	Credit Amount in LC	Credit Amount	Available	Payment Amount	Action
<input type="checkbox"/> Credit memo 0076183379 of 11.06.2013 - USD 81.20	Jun 11, 2013	KES6,861.40	- KES 6,861.40	- KES 6,861.40		
<input type="checkbox"/> Credit memo 0076183375 of 11.06.2013 - USD 203.00	Jun 11, 2013	KES17,153.50	- KES 17,153.50	- KES 17,153.50		
<input type="checkbox"/> Credit memo 0076183384 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		
<input type="checkbox"/> Credit memo 0076183385 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		

Total Net Payment Amount: - KES 158,018.38    KES 24,505.00

2. Select Your Bank Account/Payment Mode

Account CASH    KPA's Bank Account: KPA'S CITI BANK ACCOUNT    Payment Mode: CASH    Currency: USD

After selecting the bill you wish to pay. The next step is to select payment method in our case is cash. Then choose the kpa bank you intend to make the cash payment i.e. citi bank, national bank or stanbic. Then choose payment mode in our case is cash. Then select the currency you wish to pay in. as shown below

This screenshot shows the '2. Select Your Bank Account/Payment Mode' section. It contains four dropdown menus: 'Account CASH', 'KPA's Bank Account' (set to 'KPA'S CITI BANK ACCOUNT'), 'Payment Mode' (set to 'CASH'), and 'Currency' (set to 'USD').

Click the continue button and the following screen will appear showing you the invoices you have selected, the total amount and the currency. If satisfied with the result click pay if you have changed your mind click the back button.

**KENYA PORTS AUTHORITY FSCM BILLER DIRECT**

Open Bills | Paid Bills | Payments | Display Open Items | Balances and Line Items | Balance Confirmation | Dispute Cases | Address Data | Bank Data | Change Password | FAQ | Log Off

**List of Bills Selected for Payment** Kenya Ports Authority:CHEVRON KENYA LTD

You want to pay the bills listed with bank details:  
Account CASH

If you now want to effect payment, click on Pay.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183392 of 11.06.2013 - USD 290,00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00	KES 24,505.00
		<b>Bill Total</b>	<b>KES 24,505.00</b>	<b>KES 24,505.00</b>	
			Credits	KES 0.00	
			<b>Total Net Payment Amount</b>	<b>KES 24,505.00</b>	

Back Pay

If you Click pay, the following screen appears:

You can see the receipt number KPA\*\*\*\*\*. IT, it asks you whether you want to pay the amount and using the method you have chosen.

Click pay and the following screen will appear:

**KENYA PORTS AUTHORITY FSCM BILLER DIRECT**

Open Bills | Paid Bills | Payments | Display Open Items | Balances and Line Items | Balance Confirmation | Dispute Cases | Address Data | Bank Data | Change Password | FAQ | Log Off

**List of Bills Selected for Payment** Kenya Ports Authority:CHEVRON KENYA LTD

Payment relevant changes have been made to your account

You want to pay the bills listed with bank details:  
Account CASH

If you now want to effect payment, click on Pay.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183392 of 11.06.2013 - USD 290,00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00	KES 24,505.00
		<b>Bill Total</b>	<b>KES 24,505.00</b>	<b>KES 24,505.00</b>	
			Credits	KES 0.00	
			<b>Total Net Payment Amount</b>	<b>KES 24,505.00</b>	

Back Pay

**To view the payment go to payment tab.**

Choose status processed and click find . Choose the receipt you want to view select the adoba icon as shown below and view the receipt.

**List of Payments** Kenya Ports Authority:CHEVRON KEN

To display the list of payments, select the appropriate search criteria:

Status:  Period:

Payment Description	Used On	Payment Reference	Payment Instruction	Payment Amount	Payment Method	Ac
Payment 0006700081 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700081</a>		<a href="#">KES 31,366.40</a>	Other Payments/Settlements	
Payment 0006700082 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700082</a>		<a href="#">USD 450.00</a>	Other Payments/Settlements	
Payment 0006700083 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700083</a>		<a href="#">KES 16,589.04</a>	Other Payments/Settlements	
Payment 0006700084 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700084</a>		<a href="#">USD 290.00</a>	Other Payments/Settlements	
Payment 0006700085 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700085</a>		<a href="#">KES 104,164.84</a>	Other Payments/Settlements	
Payment 0006700086 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700086</a>		<a href="#">USD 365.40</a>	Other Payments/Settlements	
Payment 0006700087 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700087</a>		<a href="#">KES 6,881.40</a>	Other Payments/Settlements	
Payment 0006700088 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700088</a>		<a href="#">USD 290.00</a>	Other Payments/Settlements	
Payment 0006700078 of 12.06.2013	Jun 12, 2013	<a href="#">KPA0006700078</a>		<a href="#">USD 290.00</a>	Other Payments/Settlements	
Payment 0006700079 of 12.06.2013	Jun 12, 2013	<a href="#">KPA0006700079</a>		<a href="#">USD 247.76</a>	Other Payments/Settlements	
Payment 0006700080 of 12.06.2013	Jun 12, 2013	<a href="#">KPA0006700080</a>		<a href="#">USD 290.00</a>	Other Payments/Settlements	
Payment 0006700077 of 11.06.2013	Jun 11, 2013	<a href="#">KPA0006700077</a>		<a href="#">USD 203.00</a>	Other Payments/Settlements	
Payment 0006700076 of 04.06.2013	Jun 4, 2013	<a href="#">KPA0006700076</a>		<a href="#">KES 15,632.50</a>	Other Payments/Settlements	
Payment 0006700075 of 27.05.2013	May 27, 2013	<a href="#">KPA0006700075</a>		<a href="#">KES 24,505.00</a>	Other Payments/Settlements	
Payment 0006700065 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700065</a>		<a href="#">USD 200.00</a>	Other Payments/Settlements	
Payment 0006700068 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700068</a>		<a href="#">KES 15,683.20</a>	Other Payments/Settlements	
Payment 0006700069 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700069</a>		<a href="#">USD 378.28</a>	Other Payments/Settlements	
Payment 0006700070 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700070</a>		<a href="#">KES 20,935.72</a>	Other Payments/Settlements	
Payment 0006700071 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700071</a>		<a href="#">KES 17,153.50</a>	Other Payments/Settlements	
Payment 0006700072 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700072</a>		<a href="#">USD 370.00</a>	Other Payments/Settlements	

25.06.2013

CHEVRON KENYA LTD.  
 , MOMBASA.  
 Postal Code:

Dear Customer,

**RE: Payment Reference Number: KPA0006700088**

Please deposit your CASH Payment with Amount USD 290,00 (TWO HUNDRED NINETY) in KPA'S CITI BANK ACCOUNT - 300046428.

Please mention your payment reference number KPA0006700088 in the payment form while making payment.

It is mandatory that the Payment Reference Number is reflected in your payments for the Receiving bank and KPA to honor the payment.

Thanking You,

**HEAD OF FINANCIAL ACCOUNTING**  
**KENYA PORTS AUTHORITY**

When you go to the bank to make the cash deposit, you need to quote the receipt as the reference. i.e. kpa66\*\*\*\*\*, make sure you pay the exact amount you choose to pay in biller direct.

## 2. CONSUMPTION OF CREDIT NOTE.

The credit note can be used to offset invoices. But note that it is not possible in biller direct to just consume the credit note for payment without making some payment. This is to mean that biller direct is a tool for payment there some payment must be made.

For example if you have invoice(s) worth USD 22,544.60 and you also have two credit notes worth USD 22,544.60. It is not possible in biller direct to just tick the invoice and the two credit notes as payment. i.e.

Open Bills	Paid Bills	Payments	Display Open Items	Balances and Line Items	Balance Confirmation	Dispute Cases	Address Data	Bank Data	Change Password	FAQ	Log Off
<b>List of Open Bills</b>											
<i>Kenya Ports Authority:CHEVRON KENYA LTD.</i>											
1. Select all bills that you would like to pay: <span style="float: right;">Find Bills</span>											
Bill Description	Due	Billed Amount in LC	Billed Amount	Open	Payment Amount	Action					
<input type="checkbox"/> Invoice 0076183392 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00		  					
<input type="checkbox"/> Invoice 0076183393 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		  					
<input type="checkbox"/> Invoice 0076183394 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		  					
<input type="checkbox"/> Invoice 0076183395 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		  					
<input type="checkbox"/> Invoice 0076183396 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		  					
<input type="checkbox"/> Invoice 0076183397 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00		  					
<input type="checkbox"/> Invoice 0076183378 of 28.05.2013 - USD 271.72	Jun 3, 2013	KES22,960.34	KES 22,960.34	KES 22,960.34		  					
<input checked="" type="checkbox"/> Invoice 0076183379 of 28.05.2013 - USD 266.80	Jun 3, 2013	KES22,544.60	KES 22,544.60	KES 22,544.60	22,544.60	  					
<input type="checkbox"/> Invoice 0076183380 of 28.05.2013 - USD 247.76	Jun 3, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		  					
Credit Description	Valid from	Credit Amount in LC	Credit Amount	Available	Payment Amount	Action					
<input checked="" type="checkbox"/> Credit memo 0076183382 of 11.06.2013 - USD 185.60	Jun 11, 2013	KES15,683.20	- KES 15,683.20	- KES 15,683.20	-15,683.20	  					
<input checked="" type="checkbox"/> Credit memo 0076183379 of 11.06.2013 - USD 81.20	Jun 11, 2013	KES6,861.40	- KES 6,861.40	- KES 6,861.40	-6,861.40	  					
<input type="checkbox"/> Credit memo 0076183375 of 11.06.2013 - USD 203.00	Jun 11, 2013	KES17,153.50	- KES 17,153.50	- KES 17,153.50		  					
<input type="checkbox"/> Credit memo 0076183384 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		  					
<input type="checkbox"/> Credit memo 0076183385 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		  					
<input type="button" value="Select All"/> <input type="button" value="Deselect All"/> <input type="button" value="Download Selected Entries"/>		Total Net Payment Amount		- KES 144,295.58	KES -0.00						

If you do so the following error screen will pop up

Open Bills	Paid Bills	Payments	Display Open Items	Balances and Line Items	Balance Confirmation	Dispute Cases	Address Data	Bank Data	Change Password	FAQ	Log Off
<b>List of Open Bills</b>											
<i>Kenya Ports Authority:CHEVRON KENYA LTD.</i>											
<p> If Only Clearing Credit Note Please Contact the Credit Control Unit</p> <p> Only Clearing of Credit Note while initiating Payment Allowed</p>											

You need to make at least some payments of the bill(s) as shown below.

1. Select all bills that you would like to pay.

Bill Description	Due	Billed Amount in LC	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/> Invoice 0076183392 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00		
<input type="checkbox"/> Invoice 0076183393 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		
<input type="checkbox"/> Invoice 0076183394 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		
<input type="checkbox"/> Invoice 0076183395 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		
<input type="checkbox"/> Invoice 0076183396 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		
<input type="checkbox"/> Invoice 0076183397 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00		
<input type="checkbox"/> Invoice 0076183378 of 28.05.2013 - USD 271.72	Jun 3, 2013	KES22,960.34	KES 22,960.34	KES 22,960.34		
<input checked="" type="checkbox"/> Invoice 0076183379 of 28.05.2013 - USD 266.80	Jun 3, 2013	KES22,544.60	KES 22,544.60	KES 22,544.60	22,544.60	
<input type="checkbox"/> Invoice 0076183380 of 28.05.2013 - USD 247.76	Jun 3, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		

Credit Description	Valid from	Credit Amount in LC	Credit Amount	Available	Payment Amount	Action
<input checked="" type="checkbox"/> Credit memo 0076183382 of 11.06.2013 - USD 185.60	Jun 11, 2013	KES15,683.20	- KES 15,683.20	- KES 15,683.20	-15,683.20	
<input type="checkbox"/> Credit memo 0076183379 of 11.06.2013 - USD 81.20	Jun 11, 2013	KES6,861.40	- KES 6,861.40	- KES 6,861.40		
<input type="checkbox"/> Credit memo 0076183375 of 11.06.2013 - USD 203.00	Jun 11, 2013	KES17,153.50	- KES 17,153.50	- KES 17,153.50		
<input type="checkbox"/> Credit memo 0076183384 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		
<input type="checkbox"/> Credit memo 0076183385 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		

Select All   Deselect All   Download Selected Entries

Total Net Payment Amount   - KES 144,295.58   **KES 6,861.40**

2. Select Your Bank Account/Payment Mode

Account CASH   KPA's Bank Account KPA'S CITI BANK ACCOUNT   Payment Mode CASH   Currency KES

From this we can see that the customer is initiating to make payment i.e. has used one of his credit worth 15,683. 20 and is going to make cash payment of ksh. 6,861.40 so as to offset the invoice of ksh 22,544.60.

When you click continue the following screen appears:

**KENYA PORTS AUTHORITY FSCM BILLER DIRECT**

Open Bills   Paid Bills   Payments   Display Open Items   Balances and Line Items   Balance Confirmation   Dispute Cases   Address Data   Bank Data   Change Password   FAQ   Log Off

**List of Bills Selected for Payment** Kenya Ports Authority:CHEVRON KENYA LTD.

You want to pay the bills listed with bank details:  
Account CASH

If you now want to effect payment, click on Pay.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Credit memo 0076183382 of 11.06.2013 - USD 185.60	Jun 11, 2013	KES15,683.20	- KES 15,683.20	- KES 15,683.20	- KES 15,683.20
Invoice 0076183379 of 28.05.2013 - USD 266.80	Jun 3, 2013	KES22,544.60	KES 22,544.60	KES 22,544.60	KES 22,544.60
<b>Bill Total</b>			<b>KES 22,544.60</b>	<b>KES 22,544.60</b>	
			<b>Credits</b>	<b>- KES 15,683.20</b>	
<b>Total Net Payment Amount</b>				<b>KES 6,861.40</b>	

Back   Pay

click pay button and the following screen will appear.

Open Bills   Paid Bills   Payments   Display Open Items   Balances and Line Items   Balance Confirmation   Dispute Cases   Address Data   Bank Data   Change Password   FAQ   Log Off

**List of Bills Selected for Payment** Kenya Ports Authority:CHEVRON KENYA LTD.

Payment Reference KPA0006700087 is generated against selected invoices.

You want to pay the bills listed with bank details:  
Account CASH

If you now want to effect payment, click on Pay.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Credit memo 0076183382 of 11.06.2013 - USD 185.60	Jun 11, 2013	KES15,683.20	- KES 15,683.20	- KES 15,683.20	- KES 15,683.20
Invoice 0076183379 of 28.05.2013 - USD 266.80	Jun 3, 2013	KES22,544.60	KES 22,544.60	KES 22,544.60	KES 22,544.60
<b>Bill Total</b>			<b>KES 22,544.60</b>	<b>KES 22,544.60</b>	
			<b>Credits</b>	<b>- KES 15,683.20</b>	
<b>Total Net Payment Amount</b>				<b>KES 6,861.40</b>	

Back   Pay

If you are ok with the payment click pay and the following screen will appear.

Open Bills   Paid Bills   Payments   Display Open Items   Balances and Line Items   Balance Confirmation   Dispute Cases   Address Data   Bank Data   Change Password   FAQ   Log Off

### Navigation



Click Payments link label [Payments](#).

Choose status “process” and click find. The following screen appears

KENYA PORTS AUTHORITY
FSCM BILLER DIRECT

Open Bills
Paid Bills
**Payments**
Display Open Items
Balances and Line Items
Balance Confirmation
Dispute Cases
Address Data
Bank Data
Change Password
FAQ

**List of Payments** Kenya Ports Authority:CHEVRON K

To display the list of payments, select the appropriate search criteria:

Status: Processed | Period: Last 12 Months | Find | Extend Search

Payment Description	Used On	Payment Reference	Payment Instruction	Payment Amount	Payment Method
Payment 0006700081 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700081</a>		<a href="#">KES 31,366.40</a>	Other Payments/Settlements
Payment 0006700082 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700082</a>		<a href="#">USD 450.00</a>	Other Payments/Settlements
Payment 0006700083 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700083</a>		<a href="#">KES 16,589.04</a>	Other Payments/Settlements
Payment 0006700084 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700084</a>		<a href="#">USD 290.00</a>	Other Payments/Settlements
Payment 0006700085 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700085</a>		<a href="#">KES 104,164.84</a>	Other Payments/Settlements
Payment 0006700086 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700086</a>		<a href="#">USD 365.40</a>	Other Payments/Settlements
Payment 0006700087 of 25.06.2013	Jun 25, 2013	<a href="#">KPA0006700087</a>		<a href="#">KES 6,861.40</a>	Other Payments/Settlements
Payment 0006700078 of 12.06.2013	Jun 12, 2013	<a href="#">KPA0006700078</a>		<a href="#">USD 290.00</a>	Other Payments/Settlements
Payment 0006700079 of 12.06.2013	Jun 12, 2013	<a href="#">KPA0006700079</a>		<a href="#">USD 247.76</a>	Other Payments/Settlements
Payment 0006700080 of 12.06.2013	Jun 12, 2013	<a href="#">KPA0006700080</a>		<a href="#">USD 290.00</a>	Other Payments/Settlements
Payment 0006700077 of 11.06.2013	Jun 11, 2013	<a href="#">KPA0006700077</a>		<a href="#">USD 203.00</a>	Other Payments/Settlements
Payment 0006700076 of 04.06.2013	Jun 4, 2013	<a href="#">KPA0006700076</a>		<a href="#">KES 15,632.50</a>	Other Payments/Settlements
Payment 0006700075 of 27.05.2013	May 27, 2013	<a href="#">KPA0006700075</a>		<a href="#">KES 24,605.00</a>	Other Payments/Settlements
Payment 0006700065 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700065</a>		<a href="#">USD 200.00</a>	Other Payments/Settlements
Payment 0006700068 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700068</a>		<a href="#">KES 15,683.20</a>	Other Payments/Settlements
Payment 0006700069 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700069</a>		<a href="#">USD 378.28</a>	Other Payments/Settlements
Payment 0006700070 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700070</a>		<a href="#">KES 20,935.72</a>	Other Payments/Settlements
Payment 0006700071 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700071</a>		<a href="#">KES 17,153.50</a>	Other Payments/Settlements
Payment 0006700072 of 21.05.2013	May 21, 2013	<a href="#">KPA0006700072</a>		<a href="#">USD 370.00</a>	Other Payments/Settlements

Download CSV

Choose the payment reference you want to view and on the column of payment instruction click the adobe icon , view the payment

25.06.2013

CHEVRON KENYA LTD.  
, MOMBASA.  
Postal Code:

Dear Customer,

**RE: Payment Reference Number: KPA0006700087**

Please deposit your **CASH** Payment with Amount KES 6.861,40 (SIX THOUSAND EIGHT HUNDRED SIXTY-ONE) in KPA'S CITI BANK ACCOUNT - 300046401.

Please mention your payment reference number KPA0006700087 in the payment form while making payment.

It is mandatory that the Payment Reference Number is reflected in your payments for the Receiving bank and KPA to honor the payment.

Thanking You,

**HEAD OF FINANCIAL ACCOUNTING**

**KENYA PORTS AUTHORITY**

### 3. TT PAYMENTS

For TT payments, it may take atleast two days before the amount can be reflected in KPA bank account.

You need to select your bank account from which the amount should be debited from. also you need to choose the KPA account which the money should be sent to, i.e. citi, national or stanbic. Also need to choose the currency. The following is the process for TT payments

**Go to open bill tab and choose the invoice you want to pay.**

**Kenya Ports Authority: CHEVRON KENYA LTD.**

1. Select all bills that you would like to pay:

Bill Description	Due	Billed Amount in LC	Billed Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/> Invoice 0076183393 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	20,935.72	[Print] [PDF] [Excel]
<input type="checkbox"/> Invoice 0076183394 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		[Print] [PDF] [Excel]
<input type="checkbox"/> Invoice 0076183395 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		[Print] [PDF] [Excel]
<input type="checkbox"/> Invoice 0076183396 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		[Print] [PDF] [Excel]
<input type="checkbox"/> Invoice 0076183397 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00		[Print] [PDF] [Excel]
<input type="checkbox"/> Invoice 0076183378 of 28.05.2013 - USD 271.72	Jun 3, 2013	KES22,960.34	KES 22,960.34	KES 22,960.34		[Print] [PDF] [Excel]
<input type="checkbox"/> Invoice 0076183380 of 28.05.2013 - USD 247.76	Jun 3, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		[Print] [PDF] [Excel]

Credit Description	Valid from	Credit Amount in LC	Credit Amount	Available	Payment Amount	Action
<input type="checkbox"/> Credit memo 0076183379 of 11.06.2013 - USD 81.20	Jun 11, 2013	KES6,861.40	- KES 6,861.40	- KES 6,861.40		[Print] [PDF] [Excel]
<input type="checkbox"/> Credit memo 0076183375 of 11.06.2013 - USD 203.00	Jun 11, 2013	KES17,153.50	- KES 17,153.50	- KES 17,153.50		[Print] [PDF] [Excel]
<input type="checkbox"/> Credit memo 0076183384 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		[Print] [PDF] [Excel]
<input type="checkbox"/> Credit memo 0076183385 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		[Print] [PDF] [Excel]

Total Net Payment Amount: - KES 207,028.38    KES 20,935.72

2. Select Your Bank Account/Payment Mode

Account:  Account 0010029876875 STANDARD CHARTERED BANK LTD    KPA's Bank Account:  KPA'S CFC STANBIC BANK ACCOUNT    Payment Mode:  TT Payment    Currency:  USD

Step 2 select the account you wish the amount to be debited from. Select the kpa bank account you wish to send the money. On payment method choose \*TT payment\* and choose the currency you wish to pay. Then click continue.

2. Select Your Bank Account/Payment Mode

Account 0010029876875 STANDARD CHARTERED BANK LTD    KPA's Bank Account:  KPA'S CFC STANBIC BANK ACCOUNT    Payment Mode:  TT Payment    Currency:  USD

The following screen appears showing the details of the payment, if satisfied click pay.

**Kenya Ports Authority: CHEVRON KENYA LTD.**

List of Bills Selected for Payment

You want to pay the bills listed with bank details:  
Account 0010029876875 STANDARD CHARTERED BANK LTD

If you now want to effect payment, click on Pay.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183393 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	KES 20,935.72
		<b>Bill Total</b>	<b>KES 20,935.72</b>	<b>KES 20,935.72</b>	
			Credits	KES 0.00	
		<b>Total Net Payment Amount</b>		<b>KES 20,935.72</b>	

Click pay. The following screen appears

**List of Bills Selected for Payment**  
 Payment Reference KPA0006700089 is generated against selected invoices.  
 You want to pay the bills listed with bank details:  
 Account 0010029876875 STANDARD CHARTERED BANK LTD  
 If you now want to effect payment, click on Pay.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183393 of 11.06.2013 - USD 247,76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	KES 20,935.72
		<b>Bill Total</b>	<b>KES 20,935.72</b>	<b>KES 20,935.72</b>	
			Credits	KES 0.00	
			<b>Total Net Payment Amount</b>	<b>KES 20,935.72</b>	

Click pay button and the following screen will appear..

**List of Bills Selected for Payment**  
 Payment relevant changes have been made to your account.  
 You want to pay the bills listed with bank details:  
 Account 0010029876875 STANDARD CHARTERED BANK LTD  
 If you now want to effect payment, click on Pay.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183393 of 11.06.2013 - USD 247,76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	KES 20,935.72
		<b>Bill Total</b>	<b>KES 20,935.72</b>	<b>KES 20,935.72</b>	
			Credits	KES 0.00	
			<b>Total Net Payment Amount</b>	<b>KES 20,935.72</b>	

Click pay and the following screen will appear.

**List of Bills Selected for Payment**  
 Payment relevant changes have been made to your account.  
 You want to pay the bills listed with bank details:  
 Account 0010029876875 STANDARD CHARTERED BANK LTD  
 If you now want to effect payment, click on Pay.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183393 of 11.06.2013 - USD 247,76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	KES 20,935.72
		<b>Bill Total</b>	<b>KES 20,935.72</b>	<b>KES 20,935.72</b>	
			Credits	KES 0.00	
			<b>Total Net Payment Amount</b>	<b>KES 20,935.72</b>	

If you want to view the receipt go to payment tab and follow the procedure as shown before.

# 4. RTGS PAYMENT

RTGS Payment are effected the same day provided payment are made before 3:00pm.  
 To process payment using RTGs follow the following process:  
 To open bill bills tab and select the invoice(s) you wish to pay.

**Kenya Ports Authority: CHEVRON KENYA LTD.**

1. Select all bills that you would like to pay:

Bill Description	Due	Billed Amount in LC	Billed Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/> Invoice 0076183394 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	20,935.72	
<input checked="" type="checkbox"/> Invoice 0076183395 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50	17,153.50	
<input type="checkbox"/> Invoice 0076183396 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50		
<input type="checkbox"/> Invoice 0076183397 of 11.06.2013 - USD 290.00	Jun 17, 2013	KES24,505.00	KES 24,505.00	KES 24,505.00		
<input type="checkbox"/> Invoice 0076183378 of 28.05.2013 - USD 271.72	Jun 3, 2013	KES22,960.34	KES 22,960.34	KES 22,960.34		
<input type="checkbox"/> Invoice 0076183380 of 28.05.2013 - USD 247.76	Jun 3, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72		

Credit Description	Valid from	Credit Amount in LC	Credit Amount	Available	Payment Amount	Action
<input type="checkbox"/> Credit memo 0076183379 of 11.06.2013 - USD 81.20	Jun 11, 2013	KES6,861.40	- KES 6,861.40	- KES 6,861.40		
<input type="checkbox"/> Credit memo 0076183375 of 11.06.2013 - USD 203.00	Jun 11, 2013	KES17,153.50	- KES 17,153.50	- KES 17,153.50		
<input type="checkbox"/> Credit memo 0076183384 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		
<input type="checkbox"/> Credit memo 0076183385 of 28.05.2013 - USD 300.00	May 28, 2013	KES25,350.00	- KES 25,350.00	- KES 25,350.00		

Total Net Payment Amount: - KES 248,899.82    KES 38,089.22

2. Select Your Bank Account/Payment Mode

Account: 0020020004018 STANDARD CHARTERED BANK LTD    KPA's Bank Account: KPA'S CITI BANK ACCOUNT    Payment Mode: RTGS Payment    Currency: KES

Step 2 select the account you wish the amount to be debited from. Select the kpa bank account you wish to send the money. On payment method choose \*RTGS payment\* and choose the currency you wish to pay. Then click continue.

The following screen will appear

**Kenya Ports Authority: CHEVRON KENYA LTD.**

List of Bills Selected for Payment

You want to pay the bills listed with bank details:  
 Account 0020020004018 STANDARD CHARTERED BANK LTD  
 If you now want to effect payment, click on Pay:

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183394 of 11.06.2013 - USD 247.76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	KES 20,935.72
Invoice 0076183395 of 11.06.2013 - USD 203.00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50	KES 17,153.50
<b>Bill Total</b>			<b>KES 38,089.22</b>	<b>KES 38,089.22</b>	
<b>Credits</b>				<b>KES 0.00</b>	
<b>Total Net Payment Amount</b>				<b>KES 38,089.22</b>	

Back    Pay

Click pay, the following screen will appear:

**List of Bills Selected for Payment** Kenya Ports Authority:CHEVRON KENYA LTD.

**Payment Reference** KPA0006700090 is generated against selected invoices.

You want to pay the bills listed with bank details:  
 Account 0020020004019 STANDARD CHARTERED BANK LTD

If you now want to effect payment, click on **Pay**.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183394 of 11.06.2013 - USD 247,76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	KES 20,935.72
Invoice 0076183395 of 11.06.2013 - USD 203,00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50	KES 17,153.50
		<b>Bill Total</b>	<b>KES 38,089.22</b>	<b>KES 38,089.22</b>	
			Credits	KES 0.00	
			<b>Total Net Payment Amount</b>	<b>KES 38,089.22</b>	

**Back** **Pay**

The above screen shows the invoices you have selected for payment, their amount and the total amounts of the invoices. If satisfied with the selection click pay, and the following screen will appear. It asks you If you want to pay for the named invoice(s). click pay if you are sure you want to pay for the nvoices.

**KENYA PORTS AUTHORITY** **FSCM BILLER DIRECT**

Open Bills | Paid Bills | Payments | Display Open Items | Balances and Line Items | Balance Confirmation | Dispute Cases | Address Data | Bank Data | Change Password | FAQ | Log Off

**List of Bills Selected for Payment** Kenya Ports Authority:CHEVRON KENYA LTD.

**Payment relevant changes** have been made to your account

You want to pay the bills listed with bank details:  
 Account 0020020004018 STANDARD CHARTERED BANK LTD

If you now want to effect payment, click on **Pay**.

Bill Description	Due On	Billed Amount in LC	Billed Amount	Open	Payment Amount
Invoice 0076183394 of 11.06.2013 - USD 247,76	Jun 17, 2013	KES20,935.72	KES 20,935.72	KES 20,935.72	KES 20,935.72
Invoice 0076183395 of 11.06.2013 - USD 203,00	Jun 17, 2013	KES17,153.50	KES 17,153.50	KES 17,153.50	KES 17,153.50
		<b>Bill Total</b>	<b>KES 38,089.22</b>	<b>KES 38,089.22</b>	
			Credits	KES 0.00	
			<b>Total Net Payment Amount</b>	<b>KES 38,089.22</b>	

**Back** **Pay**

To view the payment go to payment tab, and select the receipt you want to print.

25.06.2013

The Manager  
STANDARD CHARTERED BANK LTD  
NRB  
MOI AVENUE  
NAIROBI  
KE

Dear Sir/Madam,

**RE: TRANSFER FROM ACCOUNT NUMBER 0020020004018**

Please take this as authority to debit my/our account number 0020020004018 with the sum of KES 38,089.22 (THIRTY-EIGHT THOUSAND EIGHTY-NINE) and effect the following payment by RTGS Payment to:

Beneficiary: KENYA PORTS AUTHORITY  
Account Number: 300046401  
Bank: CITI BANK N.A. KENYA  
Payment Reference No.: KPA0006700090  
SWIFT Code/ IBAN Number: CITIKENA  
Bank Code: 16000

[Please debit charges to the same account.]

It is mandatory that the Payment Reference Number is reflected in the outgoing payment for the receiving bank and KPA to honor the payment.

Yours faithfully,

.....  
Authorized signatory

.....  
Authorized signatory

## 5.CHEQUE PAYMENTS

One can still pay by cheque through biller direct but the money will not be reflected the same day in our books. The following is the process for cheque payments:

Go to open bills tab and select the invoice you wish to pay.

Choose the mode of payment as cheque; also choose the KPA bank which you intend to deposit the cheque . Choose the currency you wish to pay in and click continue

The following screen will appear showing the amount and the invoice(s) you selected for payments. If satisfied select pay

The following screen will

**List of Bills Selected for Payment** Kenya Ports Authority:CHEVRON KENYA LTD.

Payment relevant changes have been made to your account

You want to pay the bills listed with bank details:  
Account CHEQUE

If you now want to effect payment, click on *Pay*.

Bill Description	Due On	Billed Amount In LC	Billed Amount	Open	Payment Amount
Invoice 0076183388 of 11.06.2013 - USD 290,00	Jun 17, 2013	KES24,505,00	USD 290,00	USD 290,00	USD 290,00
Bill Total			USD 290,00	USD 290,00	
				Credits	USD 0,00
			Total Net Payment Amount	USD 290,00	

[Back](#) [Pay](#)

To view your payment and to download go to paid bills tab or payment tab.

**List of Bills Paid or Payment Arranged** Kenya Ports Authority:CHEVRON KENYA LTD.

To display paid bills, select the appropriate search criteria:

Status: In Process    Period: Last 12 Months    [Find](#)    [Extend Search](#)

Bill Description	Due	Payment Reference	Payment Instruction	Billed Amount	Arranged	Status	Payment Method	Action
<a href="#">Invoice 0076183388 of 11.06.2013 - USD 290,00</a>	Jun 17, 2013	KPA0006700078		USD 290,00	<a href="#">USD 290,00</a>	Web Payment Arranged	Bank Collectn Account CHEQUE	

12.06.2013

CHEVRON KENYA LTD.  
, MOMBASA.  
Postal Code:

Dear Customer,

**RE: Payment Reference Number: KPA0006700078**

Please deposit your **CHEQUE** Payment with Amount USD 290,00 (TWO HUNDRED NINETY) in KPA'S CITI BANK ACCOUNT - 300046428.

Please mention your payment reference number KPA0006700078 in the payment form while making payment.

It is mandatory that the Payment Reference Number is reflected in your payments for the Receiving bank and KPA to honor the payment.

Thanking You,

**HEAD OF FINANCIAL ACCOUNTING**

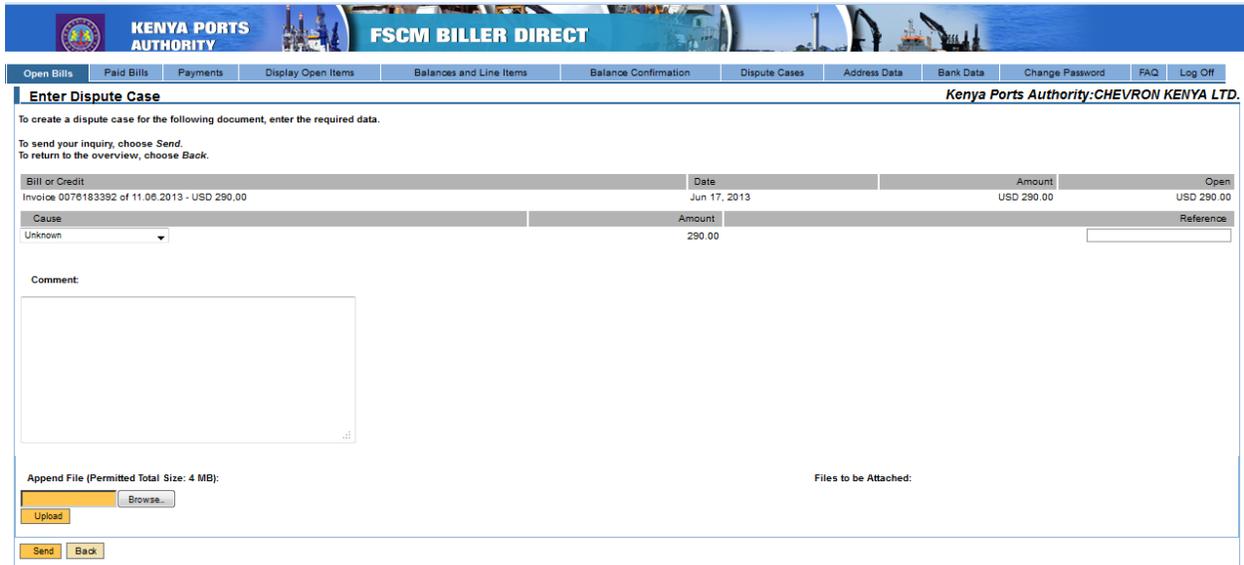
**KENYA PORTS AUTHORITY**

## 6. LODGING A DISPUTE

Go to open bills tab and select the invoice wish to pay.

Click inquiry icon 

And the following screen will appear



**Kenya Ports Authority:CHEVRON KENYA LTD.**

**Enter Dispute Case**

To create a dispute case for the following document, enter the required data.  
 To send your inquiry, choose Send.  
 To return to the overview, choose Back.

Bill or Credit	Date	Amount	Open
Invoice 0076183392 of 11.06.2013 - USD 290.00	Jun 17, 2013	USD 290.00	USD 290.00

Cause	Amount	Reference
Unknown	290.00	

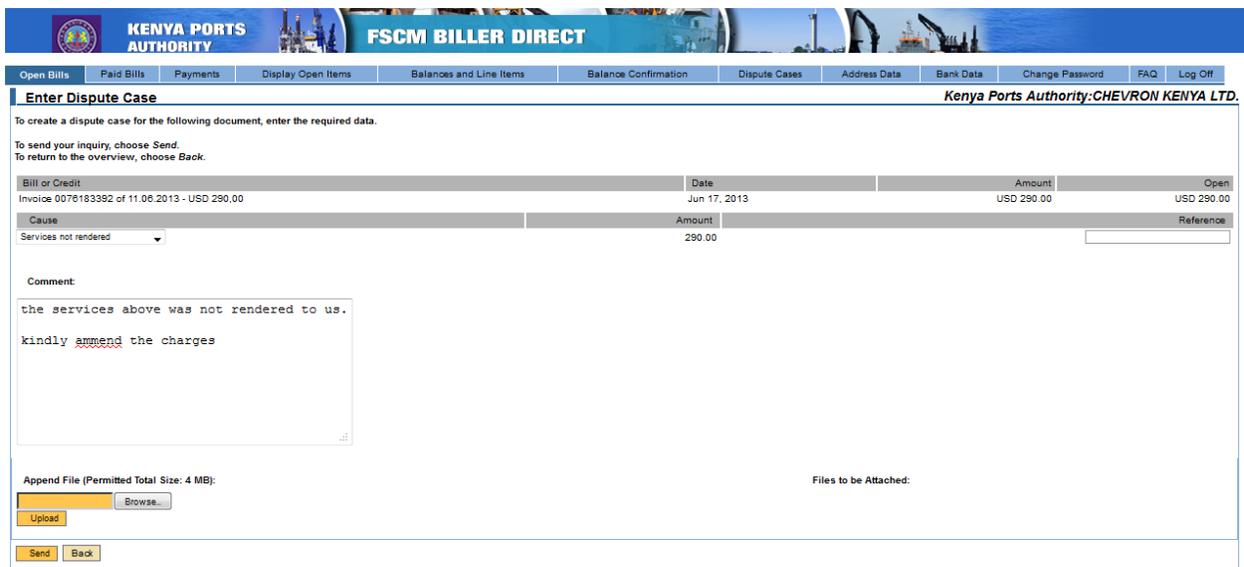
Comment:

Append File (Permitted Total Size: 4 MB):

Files to be Attached:

Send Back

Fill in the details, u can also upload an attachement.



**Kenya Ports Authority:CHEVRON KENYA LTD.**

**Enter Dispute Case**

To create a dispute case for the following document, enter the required data.  
 To send your inquiry, choose Send.  
 To return to the overview, choose Back.

Bill or Credit	Date	Amount	Open
Invoice 0076183392 of 11.06.2013 - USD 290.00	Jun 17, 2013	USD 290.00	USD 290.00

Cause	Amount	Reference
Services not rendered	290.00	

Comment:

the services above was not rendered to us.  
 kindly amend the charges

Append File (Permitted Total Size: 4 MB):

Files to be Attached:

Send Back

To upload the attachment click brows and select the file u wish to send, then click upload.

When done inserting all information click the send button.

And the following screen will appear.

The screenshot shows the 'Confirmation for the Creation of a Dispute Case' page. At the top, there is a navigation bar with tabs: Open Bills, Paid Bills, Payments, Display Open Items, Balances and Line Items, Balance Confirmation, Dispute Cases (selected), Address Data, Bank Data, Change Password, FAQ, and Log Off. The page title is 'Confirmation for the Creation of a Dispute Case' and the user is identified as 'Kenya Ports Authority:CHEVRON KENYA LTD.'. A message states: 'Your data has been noted, and will be processed as quickly as possible.' Below this, a table shows 'Bill or Credit' information: Invoice 0076183392 of 11.06.2013 - USD 290.00, Date: Jun 17, 2013, Amount: USD 290.00. A section titled 'Dispute Cases Entered in this Session' contains a table with columns 'Cause', 'Amount', and 'Reference'. One entry is visible: 'Services not rendered' with an amount of 'USD 290.00'. A 'Back' button is located at the bottom left.

To view your dispute click the Display dispute tab.

The screenshot shows the 'List of Dispute Cases' page. The navigation bar is the same as in the previous screenshot. The page title is 'List of Dispute Cases' and the user is 'Kenya Ports Authority:CHEVRON KENYA LTD.'. A message says: 'To display dispute cases, select the appropriate search criteria:'. There are dropdown menus for 'Status' (set to 'Open') and 'Period' (set to 'Last 12 Months'), along with a 'Find' button. Below is a table with columns: Case ID, Bills, Amount Disputed, Cause, Status, and Created On. One entry is shown: Case ID 000000000198, Invoice 0076183378 of 28.05.2013 - USD 271.72, Amount Disputed USD 271.72, Cause Vat levy, Status New, Created On June 4, 2013 12:10:59.

Note that if one has a dispute should lodge the dispute first, even though you want to pay first and make the dispute letar. First create the dispute and then make the payment. This is because when an invoice has been paid one can not create a dispute in the biller direct. He will therefore need to come to KPA claims department and lodge a dispute from there.