KENYA PORTS AUTHORITY

Biller Direct User Guide

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](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**

![SAP NetWeaver Login Screen]

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>Account number</td>
</tr>
<tr>
<td></td>
<td><strong>Example:</strong> 210000</td>
</tr>
<tr>
<td>Password</td>
<td>xxxxxxxx</td>
</tr>
</tbody>
</table>

3. Click Log On button [Log On].

Upon clicking logon the below screen will appear.

**Navigation**

Tab pages will appear as below:

<table>
<thead>
<tr>
<th>Open Bills</th>
<th>Invoices</th>
<th>Payments</th>
<th>Display Open Items</th>
<th>Display Invoices</th>
<th>Display Line Items</th>
<th>Display Balance</th>
<th>Delete Items</th>
<th>Address Data</th>
<th>Bank Data</th>
<th>Change Password</th>
<th>Log Off</th>
</tr>
</thead>
</table>

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.
The bill will be displayed as shown below.

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

The third step is to choose continue to check and confirm your payment.
The following screen will be displayed.

![SAP Biller Direct Screen](image)

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

<table>
<thead>
<tr>
<th>Bill Description</th>
<th>Due Date</th>
<th>Payment Reference</th>
<th>Payment Method</th>
<th>Billed Amount</th>
<th>Acked Date</th>
<th>Status</th>
<th>Payment Method</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice 07568899245 of 19.03.2013 USD 487.20</td>
<td>Apr 29, 2013</td>
<td>USD 487.20</td>
<td>Processed</td>
<td>USD 487.20</td>
<td>Other Payments/Settlements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit memo 07568899245 of 19.03.2013 USD 128.20</td>
<td>Apr 29, 2013</td>
<td>USD 128.20</td>
<td>Processed</td>
<td>USD 128.20</td>
<td>Other Payments/Settlements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice TEST of 33 VS 29.12.2013 USD 55,000.00</td>
<td>Oct 29, 2013</td>
<td>USD 55,000.00</td>
<td>Processed</td>
<td>USD 55,000.00</td>
<td>Other Payments/Settlements</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Download]
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: CITIKEN
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.

![List of Payments](image)

**Work Instruction**

**Biller Direct User Guide**

*Tuesday, June 25, 2013*
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.
8. Balances and Line Items

This shows total balances of invoices per period. It shows all the debits and credits and the balances.
9. **Balance confirmation**

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

![Balance confirmation screen](image)

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 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.
### List of Dispute Cases

<table>
<thead>
<tr>
<th>Status</th>
<th>Period</th>
<th>Amount Disputed</th>
<th>Cause</th>
<th>Status</th>
<th>Class On</th>
<th>Cause On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Unknown</td>
<td>New</td>
<td>November 1, 2012</td>
<td>December 12, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Short billed cargo</td>
<td>Being Processed</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>March 1, 2013</td>
<td>April 1, 2013</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Short billed cargo</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
<tr>
<td>Open</td>
<td>Last 12 Months</td>
<td>$0.00</td>
<td>Incorrect material used</td>
<td>New</td>
<td>April 30, 2012</td>
<td>May 30, 2012</td>
</tr>
</tbody>
</table>

Kения Ports Authority: AFRICAN COTTON INDUSTRIES

- Dispute Cases Related to Invoice

<table>
<thead>
<tr>
<th>Invoice</th>
<th>Amount</th>
<th>Reference</th>
<th>Received</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>59700041</td>
<td>$296.00</td>
<td>59700041</td>
<td>June 30, 2013</td>
<td>12:23:14</td>
</tr>
</tbody>
</table>

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**Biller Direct User Guide**

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**Tuesday, June 25, 2013**

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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.

<table>
<thead>
<tr>
<th>Bill Description</th>
<th>Due Date</th>
<th>Bill Amount (LC)</th>
<th>Bill Amount (USD)</th>
<th>Over Due</th>
<th>Payment Amount</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Total Net Payment Amount: **USD 21,750.40**

This is because the Biller Direct Portal is a payment tool.
11. Address

This shows the address of the user and contact details.
12. Bank data

This shows the bank details of the user.
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.
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.

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.
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.

If you click pay, the following screen appears:

You can see the receipt number KPA*********. 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:
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.

25.06.2013

CHEVRON KENYA LTD.
MOMBASA.
Postal Code:

Dear Customer,

RE: Payment Reference Number: KIA0006700088

Please deposit your CASH Payment with Amount USD 290.00 (TWO HUNDRED NINETY) in KDA’S CITI BANK ACCOUNT - 300046428.

Please mention your payment reference number KIA0006700088 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 KDA 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.

If you do so the following error screen will pop up

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

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

Click Payments link label Payments.

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

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 at least 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.

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.

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

Click pay button and the following screen will appear.

Click pay and the following screen will appear.

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.

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

Click pay, the following screen will appear:
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 invoices.

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: CITIKEN
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

To view your payments and to download go to paid bills tab or payment tab.
12.06.2013

CHEVRON KENYA LTD.
, MOMASAR.
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

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

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.

![Dispute Case Image]

To view your dispute click the Display dispute tab.

![Dispute Cases Image]

Note that if one has a dispute should lodge the dispute first, eventhough you want to pay first and make make the dispute letter. 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.