

GYE NTOBOA

MANUAL 3 - AGENTS TRAINING

PROCESS GUIDE 02 / 06

Distribute bills

Open an assigned delivery visit, verify arrival, record the actual bill recipient, and complete the visit with a clear audit trail.

WHO THIS IS FOR

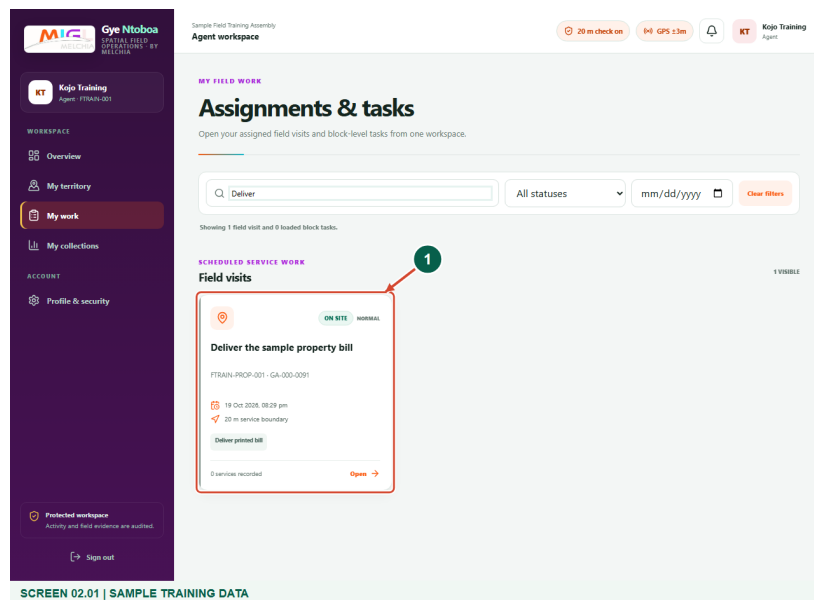
Field agent

ALLOW ABOUT

10-20 minutes per visit

DOCUMENT VERSION

1.0 | 19 October 2026



Illustrated steps with numbered arrows and clear expected results.

About the examples

Screens show the actual application in a training environment with sample data. Use your own verified account, assigned records and contact details when following the guide.

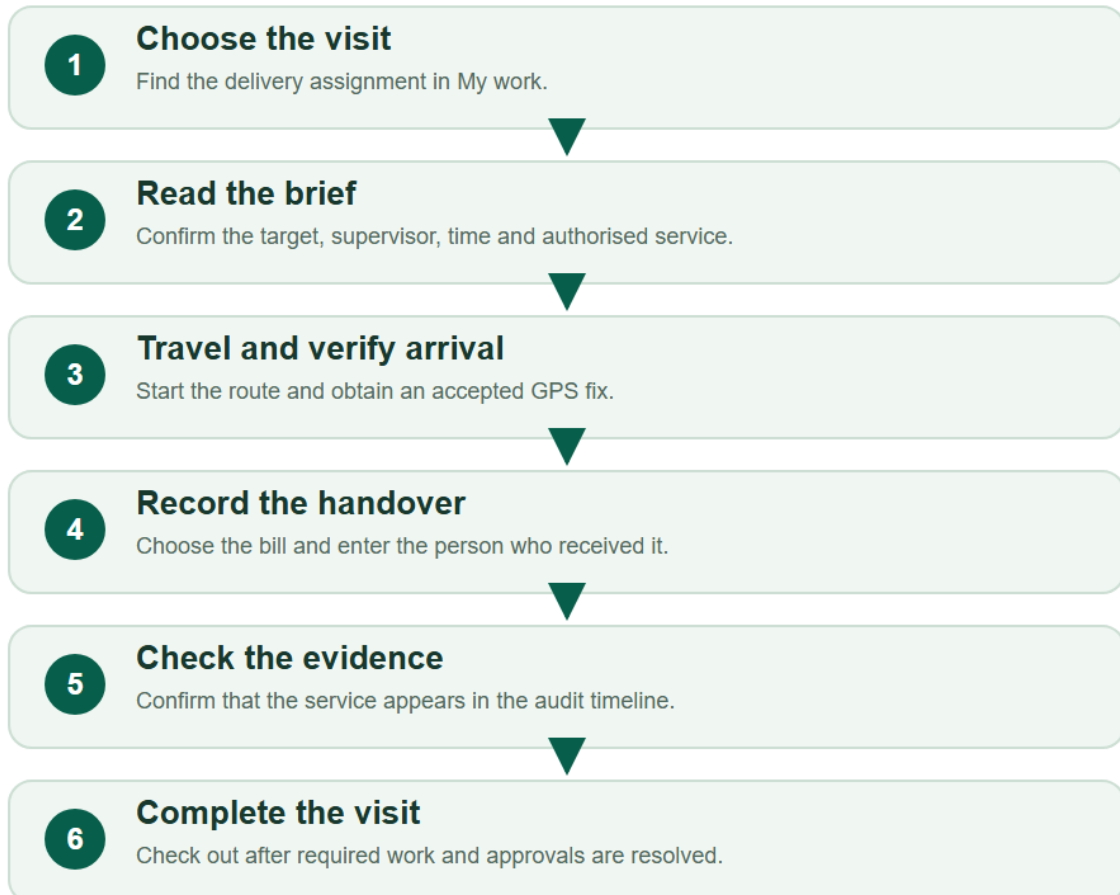
Website: operations.gyentoboa.com

Process flow

Follow the arrows from start to finish. Optional routes are explained in the numbered steps.

Before you start

- Sign in with your own agent account and obtain an assignment that authorises Deliver printed bill.
- Carry the correct printed bill and verify the recipient and target account before handing it over.
- Keep location permission enabled. The default GPS requirement is accuracy of 15 metres or better and a reading captured within 60 seconds. When the distance check is on, distance to the target plus GPS uncertainty must fit within 20 metres.



Numbered markers on screenshots identify the controls described beneath each image.

STEP 01

Find your delivery assignment

1. Choose My work and find the visit that includes Deliver printed bill.
2. Use the search, status or date filters if needed. Clear filters if an expected visit is hidden.

The screenshot shows the 'Agent workspace' interface. On the left is a dark purple sidebar with navigation links: Overview, My territory, My work (highlighted), My collections, Profile & security, and Sign out. The main area is titled 'MY FIELD WORK' and 'Assignments & tasks'. It includes a search bar with 'Deliver', a status filter 'All statuses', a date filter 'mm/dd/yyyy', and a 'Clear filters' button. Below the filters, it says 'Showing 1 field visit and 0 loaded block tasks.' Under the 'SCHEDULED SERVICE WORK' section, there is a 'Field visits' list. A red box highlights a visit card titled 'Deliver the sample property bill' with a green circle and arrow labeled '1' pointing to it. The card shows details like 'FTRAIN-PROP-001 - GA-000-0091', a date '19 Oct 2026, 08:29 pm', a '20 m service boundary', and a 'Deliver printed bill' button. At the bottom of the card, it says '0 services recorded' and an 'Open' button with a right arrow.

SCREEN 02.01 | SAMPLE TRAINING DATA

Synthetic training data in the actual agent portal. Find your delivery assignment.

1 Delivery assignment

What should happen

The delivery visit appears under Field visits with the correct target and schedule.

STEP 02

Read the field brief

1. Open the assignment and compare the Target account and address with the printed bill.
2. Read the service window and Supervisor instructions. Confirm that Deliver printed bill is in the authorised Field services.

GA-000-0091

FIELD BRIEF

Target & schedule

Service window 19 Oct 2026, 08:29 pm — 20 Oct 2026, 07:29 am	Supervisor Akosua Training
Target account FTRAIN-PROP-001	Rate payer contact +233240000094

Supervisor instructions

Synthetic training records only. Confirm the target and authorised services before acting.

AUTHORISED SCOPE

SCREEN 02.02 | SAMPLE TRAINING DATA

Synthetic training data in the actual agent portal. Read the field brief.

- 1 Target and schedule
- 2 Supervisor instructions

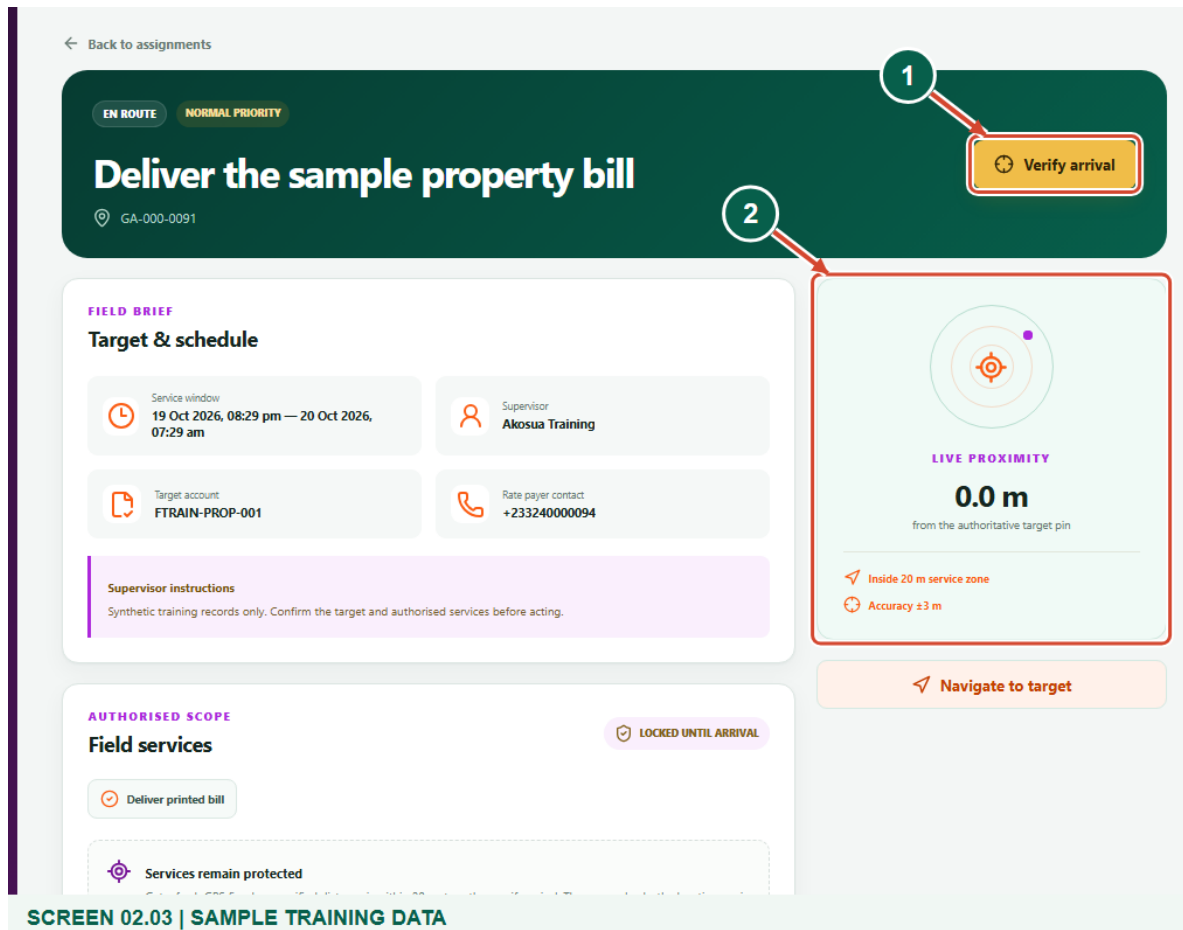
What should happen

You have identified the correct target, bill and permitted work.

STEP 03

Start the route and obtain reliable GPS

1. Choose Start route when the assignment is Scheduled. Navigate to target can open external map directions.
2. Keep location enabled and follow the current assembly distance rule. Start route alone does not unlock the service.



Synthetic training data in the actual agent portal. Start the route and obtain reliable GPS.

- 1 Verify arrival
- 2 Live proximity

What should happen

The visit becomes En route and the Live proximity panel shows the current fix.

Helpful note: An administrator can turn off the distance boundary for the assembly. That does not remove GPS accuracy, freshness, verified arrival, assignment ownership, service scope or same-device checks.

STEP 04

Verify arrival at the target

1. When you are at the assigned target with an accurate, fresh fix, choose Verify arrival.
2. Wait for the success message and On site state. Continue on the same browser device used for check-in.

AUTHORISED SCOPE

Field services

☒ Deliver printed bill

Service to record

Deliver printed bill

Payable bill **Received by**

Select a bill

Delivery notes

☒ Verify location & record service

360° RECORD OVERVIEW

Live account, billing & collection position

☒ Active billed GH¢600.00	☒ Paid on account GH¢0.00	☐ Outstanding GH¢600.00
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SCREEN 02.04 | SAMPLE TRAINING DATA

Synthetic training data in the actual agent portal. Verify arrival at the target.

- 1 Unlocked on site
- 2 Service to record

What should happen

Field services shows Unlocked on site and the service form becomes available.

STEP 05

Select the bill and record the real recipient

1. Choose Deliver printed bill under Service to record, then select the correct Payable bill.
2. After physically handing over the correct bill, enter Received by and any relevant Delivery notes. Record facts; do not mark a failed handover as delivered.

✓ Deliver printed bill

Service to record

Deliver printed bill

Payable bill

FTRAIN-RATE-2026-001 · GH¢600

Received by

Ama Training

Delivery notes

Synthetic training handover to the named recipient.

✓ Verify location & record service

360° RECORD OVERVIEW

Live account, billing & collection position

Active billed

Paid on account

Outstanding

SCREEN 02.05 | SAMPLE TRAINING DATA

Synthetic training data in the actual agent portal. Select the bill and record the real recipient.

- 1 Payable bill
- 2 Received by

What should happen

The form identifies the bill and the person who actually received it.

STEP 06

Save and inspect the delivery evidence

1. Choose Verify location & record service. The server checks location and assignment scope again.
2. Confirm the success notice and Deliver printed bill entry in Services recorded. If an error appears, resolve it before claiming that delivery was recorded.

Synthetic training handover to the named recipient.

Verify location & record service

AUDIT TIMELINE

Services recorded

Deliver printed bill
19 Oct 2026, 09:44 pm

360° RECORD OVERVIEW

Live account, billing & collection position

Active billed GH¢600.00	Paid on account GH¢0.00	Outstanding GH¢600.00
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SCREEN 02.06 | SAMPLE TRAINING DATA

Synthetic training data in the actual agent portal. Save and inspect the delivery evidence.

- 1 Services recorded
- 2 Deliver printed bill evidence

What should happen

The bill handover is recorded with its agent, time and location evidence.

STEP 07

Complete and check out

1. When all work for the visit is finished, choose Complete & check out.
2. If a profile update or rebill is still awaiting review or generation, finish that workflow with your supervisor before trying to check out.

The screenshot displays the agent portal interface. At the top, there are four status boxes: 'Service window' (19 Oct 2026, 08:29 pm — 20 Oct 2026, 07:29 am), 'Supervisor' (Akosua Training), 'Target account' (FTRAIN-PROP-001), and 'Rate payer contact' (+23324000094). Below these is a 'Supervisor instructions' box with the text: 'Synthetic training records only. Confirm the target and authorised services before acting.'

The main section is titled 'AUTHORISED SCOPE' and 'Field services'. It includes a 'Deliver printed bill' button. Below this is a 'Service to record' dropdown menu set to 'Deliver printed bill'. There are also fields for 'Payable bill' (FTRAIN-RATE-2026-001 · GH¢600) and 'Received by' (Ama Training). A 'Delivery notes' field contains the text: 'Synthetic training handover to the named recipient.'

On the right side, there is a 'LIVE PROXIMITY' section showing '0.0 m' from the authoritative target pin, with indicators for 'Inside 20 m service zone' and 'Accuracy ±3 m'. At the bottom right, there are two buttons: 'Navigate to target' and 'Complete & check out'. A red circle with the number '1' and an arrow points to the 'Complete & check out' button.

SCREEN 02.07 | SAMPLE TRAINING DATA

Synthetic training data in the actual agent portal. Complete and check out.

1 Complete & check out

What should happen

The visit becomes Completed after an accepted final location check.

Check your result

- The actual recipient and bill are recorded.
- The delivery service appears in the audit timeline.
- The visit is completed when its remaining workflow permits.

If you need help

Delivery service is missing or locked

Ask your supervisor to allocate the correct service. Verify arrival at the target; an agent cannot add service permissions.

No bill appears in Payable bill

Confirm the correct target and active bill with your supervisor. The current form lists only active payable bills with a positive balance.

GPS, schedule or same-device error

Obtain a fresh accurate fix, use the device that checked in, and ask the supervisor to review an out-of-window assignment.

Useful things to know

- This field portal does not ask for a bill-recipient OTP during printed delivery. Conditional SMS sign-in is a separate account-security step.
- An administrator can turn off the distance boundary for the assembly. That does not remove GPS accuracy, freshness, verified arrival, assignment ownership, service scope or same-device checks.
- Recording delivery is not payment confirmation. Paid or non-payable bills are not offered by this particular service form.

Continue learning

- Guide 01: Access your agent account
- Guide 03: Initiate bill payments
- Guide 05: Find your supervisor
- Guide 06: Find your assigned boundary and territory

[Download all 6 guides in this collection](#)

For account or bill-record corrections, contact the relevant assembly using its verified contact details. Keep your account or bill reference available when requesting assistance.