

GYE NTOBOA

MANUAL 1 - RATE PAYER TRAINING

PROCESS GUIDE 05 / 08

Pay bills or arrears on the web

Review the correct recipient and amount, recognise phone approval, provider-code and checkout branches, and distinguish a pending request from verified payment confirmation.

WHO THIS IS FOR

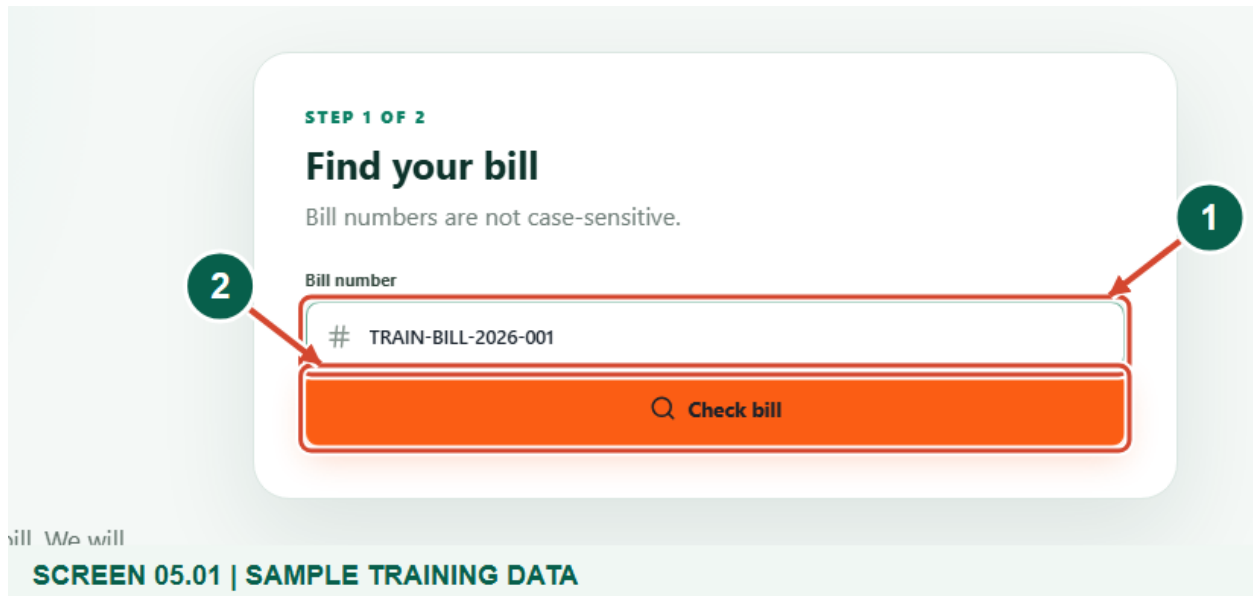
Rate payers using public bill payment or their signed-in account

ALLOW ABOUT

12–18 minutes

DOCUMENT VERSION

1.0 | 19 October 2026



The screenshot shows a web interface for finding a bill. It is titled 'STEP 1 OF 2 Find your bill'. Below the title, it says 'Bill numbers are not case-sensitive.' There is a text input field labeled 'Bill number' containing the text '# TRAIN-BILL-2026-001'. To the right of the input field is an orange button with a magnifying glass icon and the text 'Check bill'. Two numbered arrows are present: arrow '1' points to the 'Check bill' button, and arrow '2' points to the input field. Below the screenshot, the text 'SCREEN 05.01 | SAMPLE TRAINING DATA' is displayed.

will We will

SCREEN 05.01 | SAMPLE TRAINING DATA

Illustrated steps with numbered arrows and clear expected results.

About the examples

Screens show the actual application in a training environment with sample data. Payment prompts and outcomes are simulated examples, not evidence of a real payment.

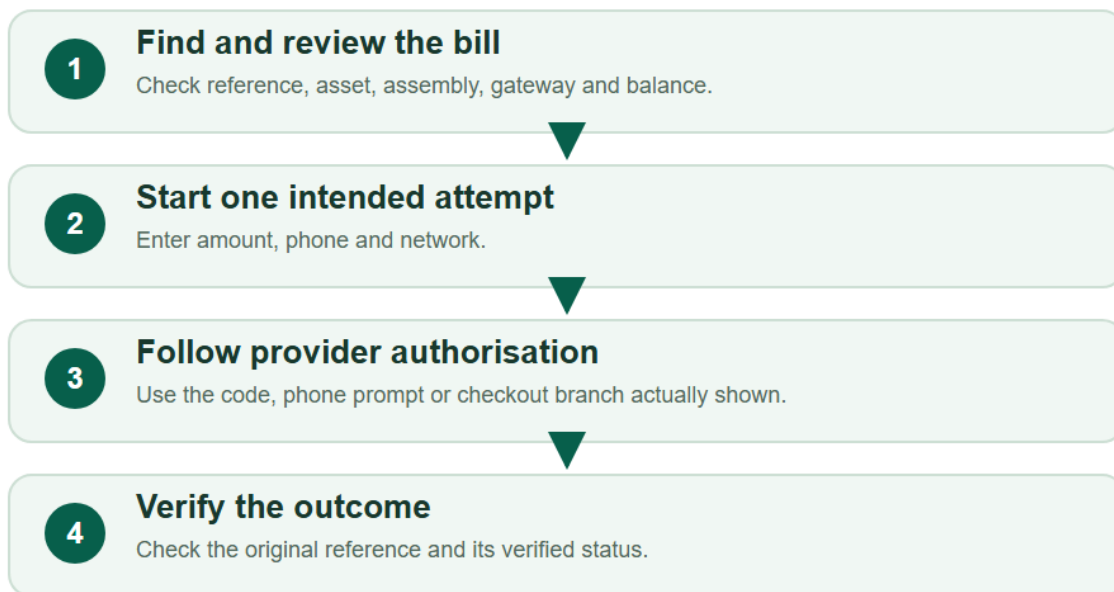
Website: gyentoboa.com

Process flow

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

Before you start

- Have an issued payable bill number and access to the phone or provider account you intend to use.
- Use the official website. A signed-in payer can begin with Pay now in My bills; public Pay bill starts with a bill-number lookup.
- Every payment figure uses a synthetic local provider response. No real checkout was opened, no money moved and no external message was sent.



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

STEP 01

Find the bill through the appropriate entry point

1. On the public website, choose Pay bill, enter the bill number and select Check bill. Bill numbers are not case-sensitive.
2. Signed-in users can instead open My bills and select Pay now; this opens the account payment panel.

The screenshot shows a web form titled "STEP 1 OF 2 Find your bill". Below the title, it says "Bill numbers are not case-sensitive." There is a text input field labeled "Bill number" containing the text "# TRAIN-BILL-2026-001". Below the input field is an orange button with a magnifying glass icon and the text "Check bill". Two red circles with numbers are overlaid on the form: circle "1" points to the "Check bill" button, and circle "2" points to the "Bill number" input field. Below the form, the text "bill We will" is partially visible.

SCREEN 05.01 | SAMPLE TRAINING DATA

Sample training data. Enter the bill number and choose Check bill on the public Pay bill page.

- 1 Bill number
- 2 Check bill

What should happen

The service displays the bill or a clear reason it cannot be paid.

STEP 02

Verify who receives the payment

1. Read the issuing assembly, bill reference, asset, bill type and year before entering payment details.
2. Check the payment gateway and the difference between amount billed, arrears and outstanding balance.
The bill's assembly selects its own merchant account.
3. Stop if the assembly or reference is wrong. A payer's home assembly or personal preference does not change the recipient on this bill.

bill. We will
before you

FROM
Training Municipal Assembly
 TRAIN-001

Bill number TRAIN-BILL-2026-001

Bill type Property rate · 2026

For PROP-TRAIN-0101

Payment gateway Paystack

Amount billed GH¢450.00

Arrears GH¢150.00

Outstanding balance GH¢500.00

SCREEN 05.02 | SAMPLE TRAINING DATA

Sample training data. Confirm the issuing assembly and outstanding bill.

- 1 Receiving assembly
- 2 Outstanding balance

What should happen

You can identify the exact bill and receiving assembly.

STEP 03

Enter one intended payment

1. Enter an amount within the available balance. Use the phone number and network associated with the intended payment route.
2. Review the amount and contact details again, then select the Pay button once and wait for the service response.
3. Keep the payment tab open while completing the process. A public payment uses a short-lived follow-up token held by the page, so refreshing or closing it can lose that page's status context.

The screenshot displays a mobile payment interface titled 'STEP 2 OF 2 · SECURE PAYMENT' and 'Make your payment'. It features three input fields: 'Amount (GHS)' with the value '50', 'Network' with a dropdown menu showing 'MTN', and 'Mobile money number' with the value '+233241234567'. A large orange button at the bottom reads 'Pay GH₵50.00 securely →'. Two numbered callouts are present: '1' points to the Amount field, and '2' points to the Mobile money number field. Below the form, the text 'SCREEN 05.03 | SAMPLE TRAINING DATA' is displayed.

Sample training data. Set the amount, phone number and network.

- 1 Amount to pay
- 2 Pay after checking the details

What should happen

The page shows the next authorisation step or an error that needs attention.

STEP 04

Provider-code branch, only when shown

1. If a Payment code or Confirmation code field appears, enter the confirmation code requested for this payment and select the confirmation button.
2. This is a provider authorisation code, not your portal sign-in code and never your mobile-money PIN. Do not share it with an agent or trainer.

PAYMENT - PENDING

Complete the prompt on your phone

Training only: enter the sample provider code. No money is moved.

Reference	PUBLIC-IOKX7MEALALJQ6RAV7
Payment method	Paystack
Amount	GH¢50.00

Payment code

Confirm code

Check payment status

← Return to home

SCREEN 05.04 | SAMPLE TRAINING DATA

Optional provider-code branch. Training upstream only; no real provider was contacted.

- 1 Provider payment code
- 2 Confirm code

What should happen

The original payment request proceeds to its next state.

Helpful note: The figure intentionally leaves the code blank.

STEP 05

Treat Pending as unfinished

1. Read the displayed status and keep the payment reference. A prompt or a pending request is not proof of successful settlement.
2. Use Check payment status on the original attempt. The signed-in payment panel can also check automatically for a bounded period.
3. If the page reports an uncertain or failed outcome, do not assume no debit happened. Check the original attempt, your provider records and the assembly before paying again.

The screenshot shows a mobile app interface for a pending payment. At the top, a yellow circle with a checkmark icon is next to a red-bordered box containing the text 'PAYMENT - PENDING'. Below this, the heading 'Complete the prompt on your phone' is followed by the text 'Training payment submitted. No money is moved.' A table displays payment details: Reference (PUBLIC-IOKX7MEALALJQ6RAV7), Payment method (Paystack), and Amount (GH¢50.00). At the bottom, there is a green button labeled 'Check payment status' and a red link labeled 'Return to home'. Two numbered callouts are present: '1' points to the 'PAYMENT - PENDING' status bar, and '2' points to the 'Check payment status' button.

1

PAYMENT - PENDING

Complete the prompt on your phone

Training payment submitted. No money is moved.

Reference	PUBLIC-IOKX7MEALALJQ6RAV7
Payment method	Paystack
Amount	GH¢50.00

2

Check payment status

[← Return to home](#)

SCREEN 05.05 | SAMPLE TRAINING DATA

Sample training data. Pending is not yet a confirmed payment.

- 1 Current payment state
- 2 Check payment status

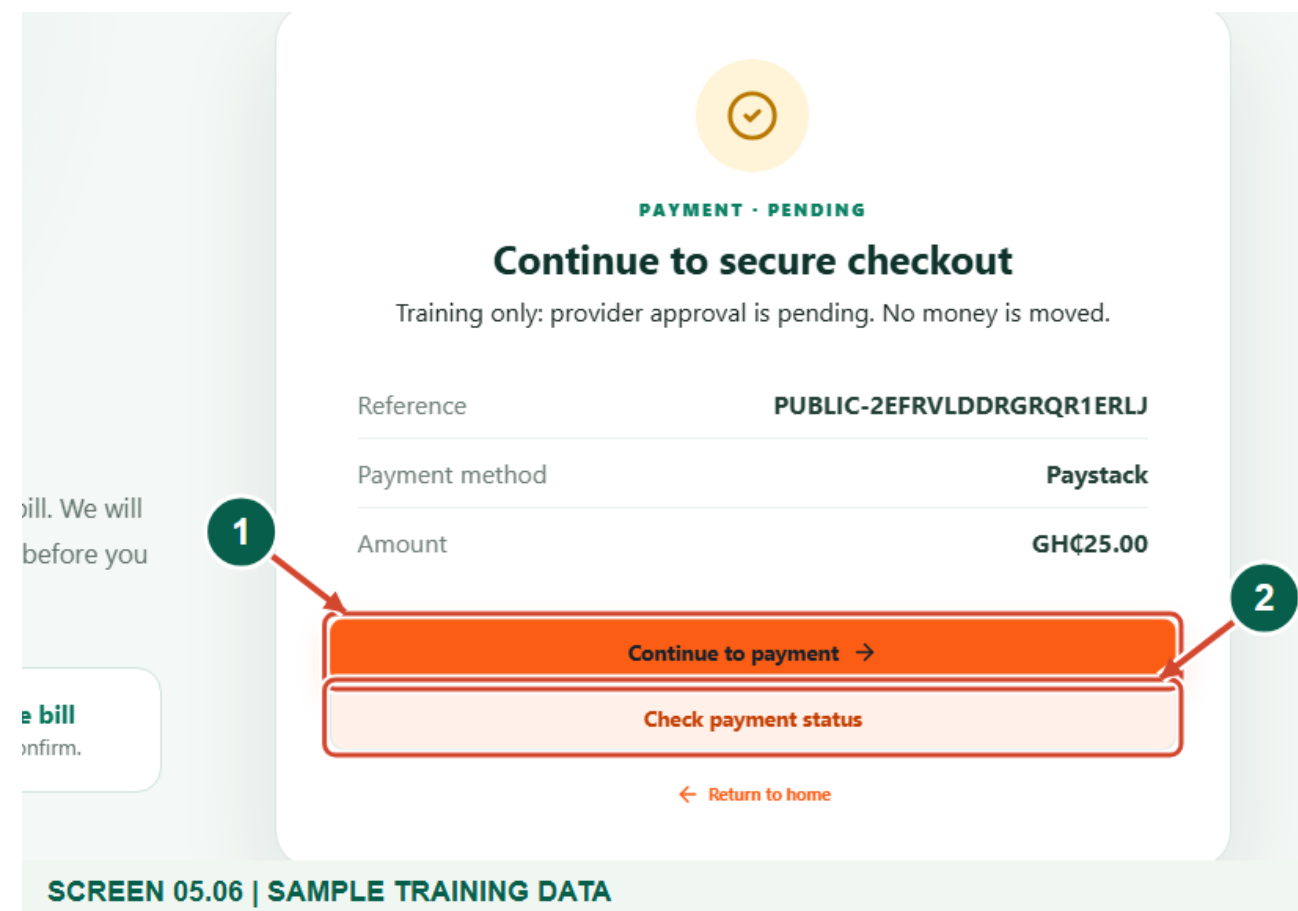
What should happen

You can distinguish a request awaiting confirmation from a successful payment.

STEP 06

Checkout hand-off alternative

1. Some requests show Continue to payment or Continue to secure checkout. This opens the provider's authorisation flow rather than a portal code field.
2. Check the destination and complete only the provider steps you intended. Return to the original portal attempt and check its status afterwards.



Alternative checkout branch. No gateway or bank interface is fabricated or opened in this guide.

- 1 Provider hand-off link
- 2 Check the original attempt status

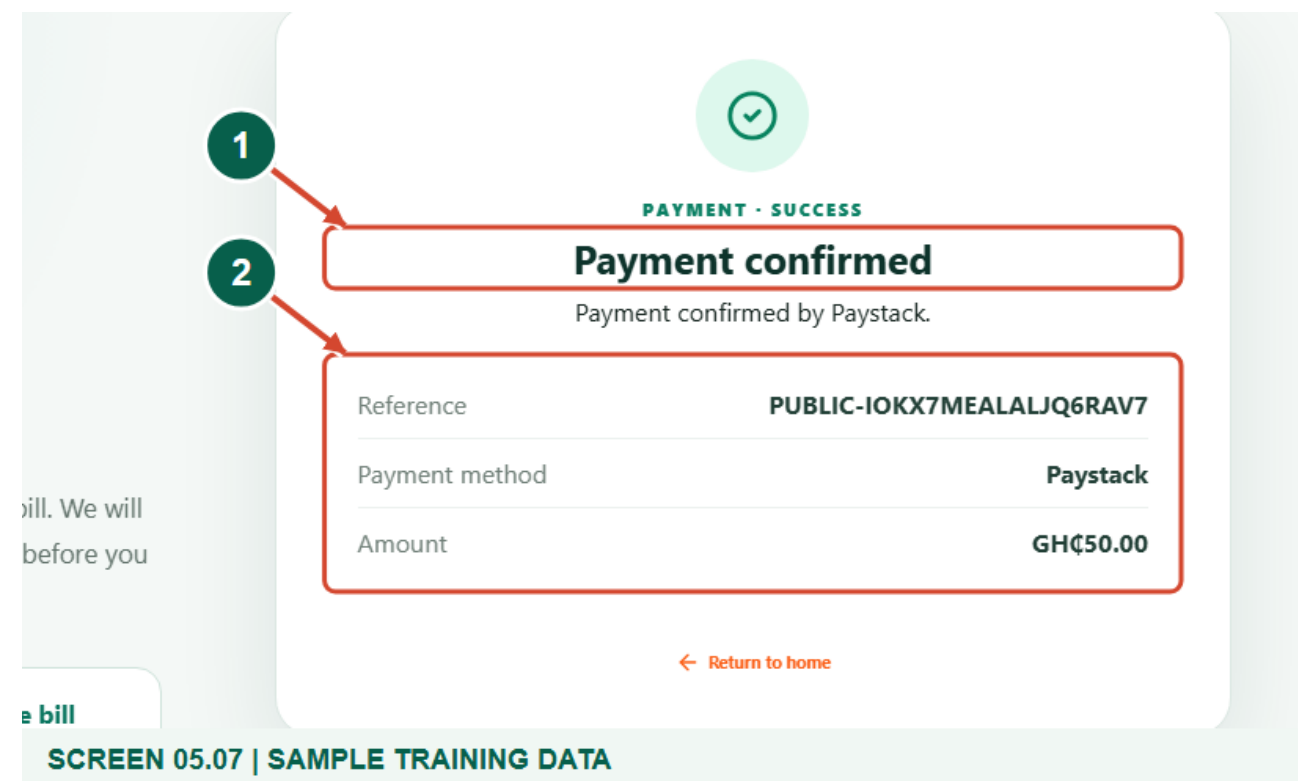
What should happen

You understand the hand-off branch without confusing it with confirmation.

STEP 07

Read verified confirmation

1. Wait for Payment confirmed or a successful verified status. Match the displayed reference and amount to the intended attempt.
2. Keep the reference for support and reconciliation. The service verifies the original payment account, reference, amount and GHS currency before recording success.



Synthetic local verification and settlement path; no real money moved.

- 1 Payment confirmed
- 2 Keep the reference

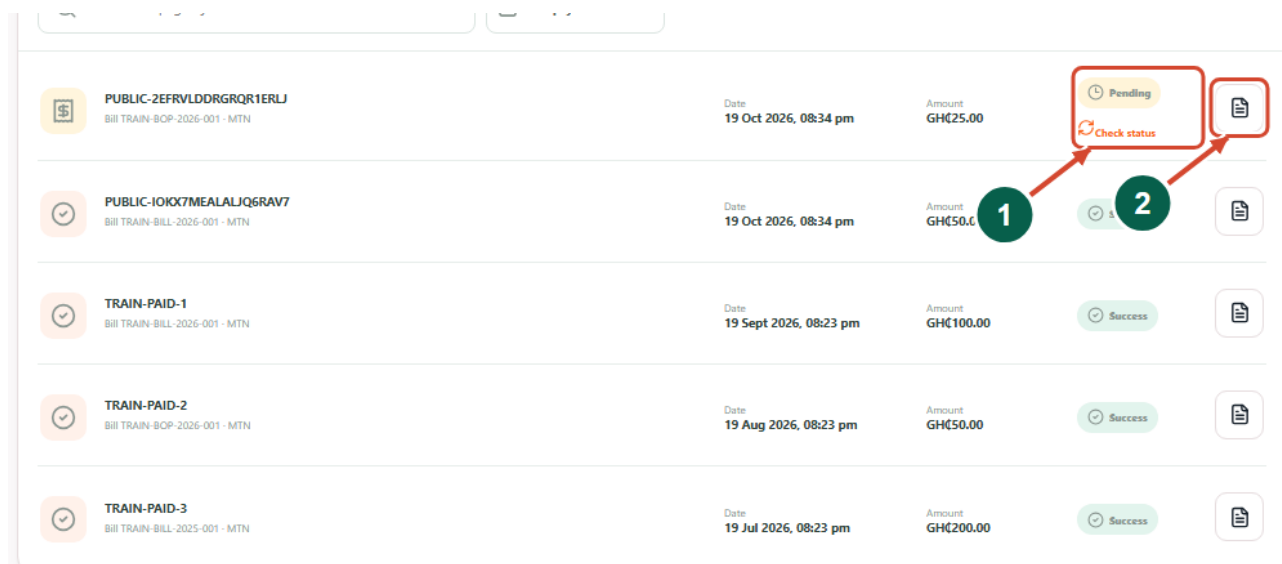
What should happen

The original attempt is shown as successfully verified.

STEP 08

Review account payment history

1. In a signed-in account, open Payments to read references, dates, amounts and statuses for authorised linked bills.
2. Use Check status on a pending row when available. Use the statement icon to open Statements if you need an emailed PDF record.
3. There is no direct Download receipt button in the current payment history. Do not assume that the document icon downloads an individual receipt.



	PUBLIC-2EFRVLDDRGQR1ERLJ BIII TRAIN-SOP-2026-001 - MTN	Date 19 Oct 2026, 08:34 pm	Amount GH¢25.00	Pending Check status	
	PUBLIC-1OKX7MEALAJQ6RAV7 BIII TRAIN-BILL-2026-001 - MTN	Date 19 Oct 2026, 08:34 pm	Amount GH¢50.00	Success	
	TRAIN-PAID-1 BIII TRAIN-BILL-2026-001 - MTN	Date 19 Sept 2026, 08:23 pm	Amount GH¢100.00	Success	
	TRAIN-PAID-2 BIII TRAIN-SOP-2026-001 - MTN	Date 19 Aug 2026, 08:23 pm	Amount GH¢50.00	Success	
	TRAIN-PAID-3 BIII TRAIN-BILL-2026-001 - MTN	Date 19 Jul 2026, 08:23 pm	Amount GH¢200.00	Success	

SCREEN 05.08 | SAMPLE TRAINING DATA

Sample training data. Review payment references and statuses in your account.

- 1 Live payment status
- 2 Request a payment statement

What should happen

You can find the attempt and choose the correct document or follow-up action.

Check your result

- You checked the bill and recipient before starting.
- You followed only the authorisation branch actually shown.
- You can distinguish pending, hand-off and verified confirmation.

If you need help

Online payments are unavailable.

Contact the issuing assembly. A disabled or incomplete assembly account cannot use a global fallback merchant.

The provider outcome is uncertain.

Check the existing reference and provider account before retrying; an unconfirmed attempt may still settle.

A public status session has expired.

Keep the reference and ask the assembly or use your authorised account history for follow-up.

Useful things to know

- No real provider, bank or inbox screenshot is included.
- A request, prompt or redirect is not a settled payment.

Continue learning

- Guide 04: View bills and arrears
- Guide 06: Request account statements

[Download all eight training guides](#)

[Open Help and support](#)

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.