

GYE NTOBOA

MANUAL 2 - SUPERVISOR TRAINING

PROCESS GUIDE 04 / 05

View individual agent performance

Review an individual agent's allocated and completed work, inspect relevant visit evidence, and assess collection outcomes for a consistent reporting period without treating team totals as individual performance.

WHO THIS IS FOR

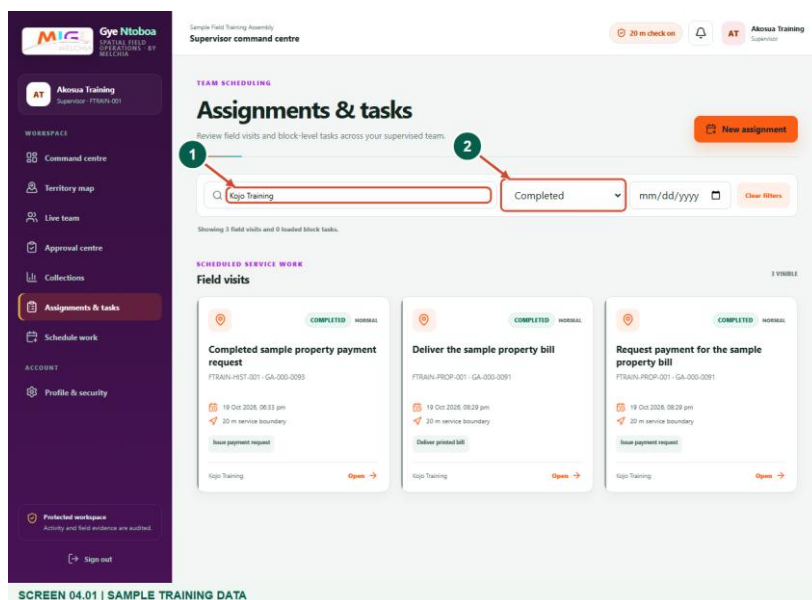
Assembly supervisors reviewing operational progress and collection outcomes

ALLOW ABOUT

10–15 minutes

DOCUMENT VERSION

1.0 | 19 October 2026



SCREEN 04.01 | 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. Use your own verified account, assigned records and contact details when following the guide.

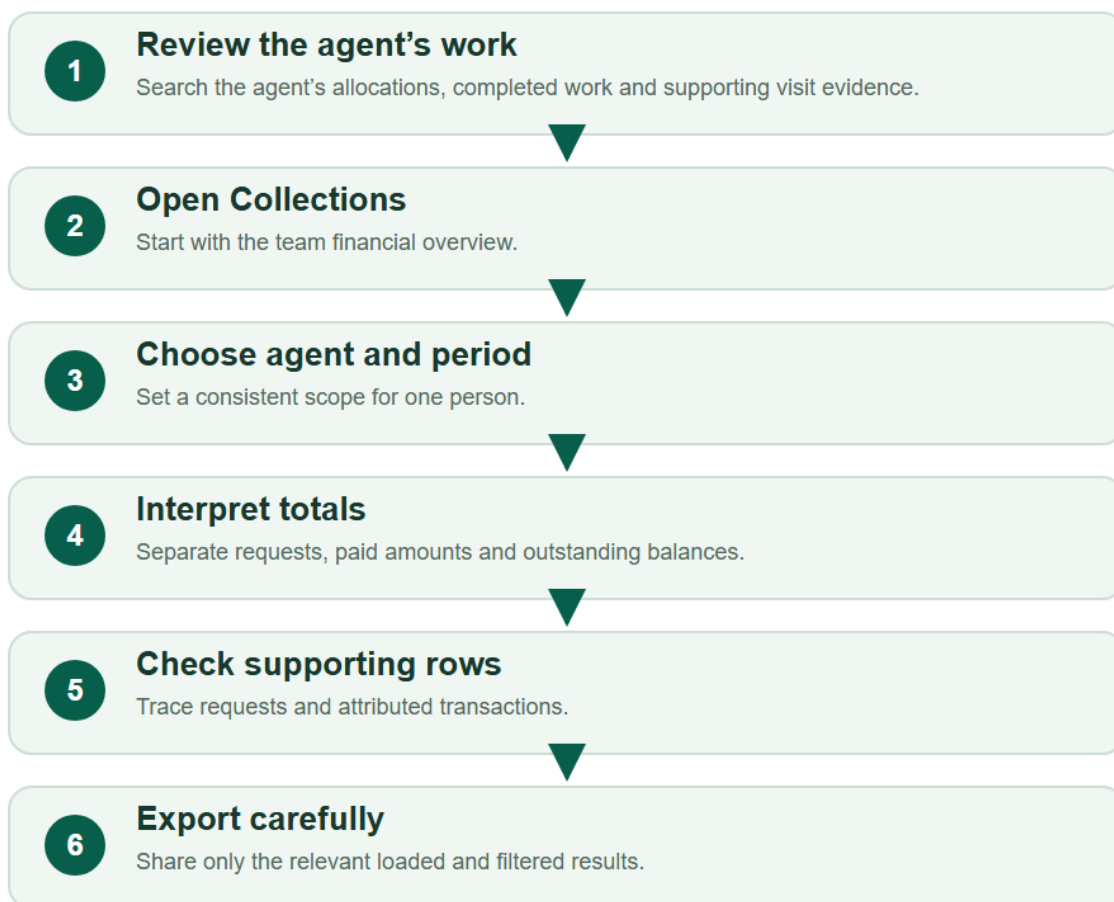
Website: operations.gyentoboa.com

Process flow

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

Before you start

- Sign in as a supervisor and confirm the correct assembly and supervised agent.
- Choose the reporting period and comparison purpose before interpreting the figures.
- Remember that sample figures in this guide are synthetic; use the current live report for operational decisions.



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

STEP 01

Review the agent's allocated and completed work

1. Open Assignments & tasks, search for the agent's name, and start with All statuses to review their allocated work.
2. Choose Completed to inspect completed work. Set Filter by date only for the work date you need, or clear it for all dates. Read the separate loaded block-task and field-visit results; load more block tasks when offered.
3. Open a relevant field visit when you need to inspect its assigned agent, verified arrival, service actions and completion evidence. A status alone is not a complete assessment of work quality.
4. The Command centre Completed figure is a team aggregate, not an individual agent's completed-work total.

Sample Field Training Assembly
Supervisor command centre

20 m check on

AT Akosua Training Supervisor

TEAM SCHEDULING

Assignments & tasks

Review field visits and block-level tasks across your supervised team.

1 **2**

Search: Kojo Training Status: Completed Date: mm/dd/yyyy Clear filters

Showing 3 field visits and 0 loaded block tasks.

SCHEDULED SERVICE WORK

Field visits 3 VISIBLE

- Completed sample property payment request**
FTRAIN-HIST-001 - GA-000-0093
19 Oct 2026, 06:33 pm
20 m service boundary
Issue payment request
Kojo Training Open →
- Deliver the sample property bill**
FTRAIN-PROP-001 - GA-000-0091
19 Oct 2026, 08:29 pm
20 m service boundary
Deliver printed bill
Kojo Training Open →
- Request payment for the sample property bill**
FTRAIN-PROP-001 - GA-000-0091
19 Oct 2026, 08:29 pm
20 m service boundary
Issue payment request
Kojo Training Open →

Protected workspace
Activity and field evidence are audited.

Sign out

SCREEN 04.01 | SAMPLE TRAINING DATA

Synthetic training data. Review the selected agent's completed field visits using the search and work-status filters.

- 1 Find the individual agent
- 2 Select the work status

What should happen

The loaded results identify the intended agent's work in the chosen status/date scope, with relevant visit evidence available for review.

STEP 02

Open Collections for team results

1. Choose Collections in the supervisor navigation.
2. The page reports payment requests issued by your field team and payments attributed to those requests. Read the reporting period before comparing figures.

Sample Field Training Assembly
Supervisor command centre

20 m check on

AT Akosua Training Supervisor

TEAM REVENUE OVERSIGHT

Collections & payments

Track payment requests issued by your field team and the payments attributed to those requests.

Refresh

Today This week **This month** This year Custom

Id agent: All supervised agents Target type: Properties and businesses Transaction status: All statuses

Amount issued
GH¢750.00
2 payment requests

Amount paid
GH¢550.00
2 successful payments

Outstanding
GH¢200.00
Still due from issued requests

Conversion
100.0%
Month reporting window

Period	Issued	Outstanding
TODAY	GH¢750.00	GH¢200.00
THIS WEEK	GH¢750.00	GH¢200.00
THIS MONTH	GH¢750.00	GH¢200.00
THIS YEAR	GH¢750.00	GH¢200.00

DAILY MOVEMENT
Issued versus paid

Issued Paid

SELECTED RANGE
1 Oct 2026 – 20 Oct 2026
Only payments securely attributed to a field-issued request are included in these results.

Issued requests: 2

Protected workspace
Activity and field evidence are audited.

Sign out

SCREEN 04.02 | SAMPLE TRAINING DATA

Synthetic training data. Open Collections for team results.

- 1 Collections
- 2 Reporting period

What should happen

Collections & payments opens with reporting controls and selected-period totals.

STEP 03

Select one agent and a reporting period

1. Choose the required agent in Field agent rather than leaving All supervised agents.
2. Choose Today, This week, This month or This year. Use Custom only when you need explicit From and To dates.
3. Use the same period and filters when comparing two agents.

Sample Field Training Assembly
Supervisor command centre

20 m check on AT Akosua Training Supervisor

TEAM REVENUE OVERSIGHT

Collections & payments

Track payment requests issued by your field team and the payments attributed to those requests.

1 **2**

Today This week **This month** This year Custom

Field agent: Kojo Training Target type: Properties and businesses Transaction status: All statuses

Amount issued: GH¢500.00 (1 payment request)

Amount paid: GH¢300.00 (1 successful payment)

Outstanding: GH¢200.00 (Still due from issued requests)

Conversion: 100.0% (Month reporting window)

Period	Issued	Outstanding
TODAY	GH¢500.00	GH¢200.00
THIS WEEK	GH¢500.00	GH¢200.00
THIS MONTH	GH¢500.00	GH¢200.00
THIS YEAR	GH¢500.00	GH¢200.00

DAILY MOVEMENT
Issued versus paid

SELECTED RANGE
1 Oct 2026 – 20 Oct 2026
Only payments securely attributed to a field-issued request are included in these results.

Issued requests: 1

SCREEN 04.03 | SAMPLE TRAINING DATA

Synthetic training data. Select one agent and a reporting period.

- 1 Individual agent
- 2 Selected period

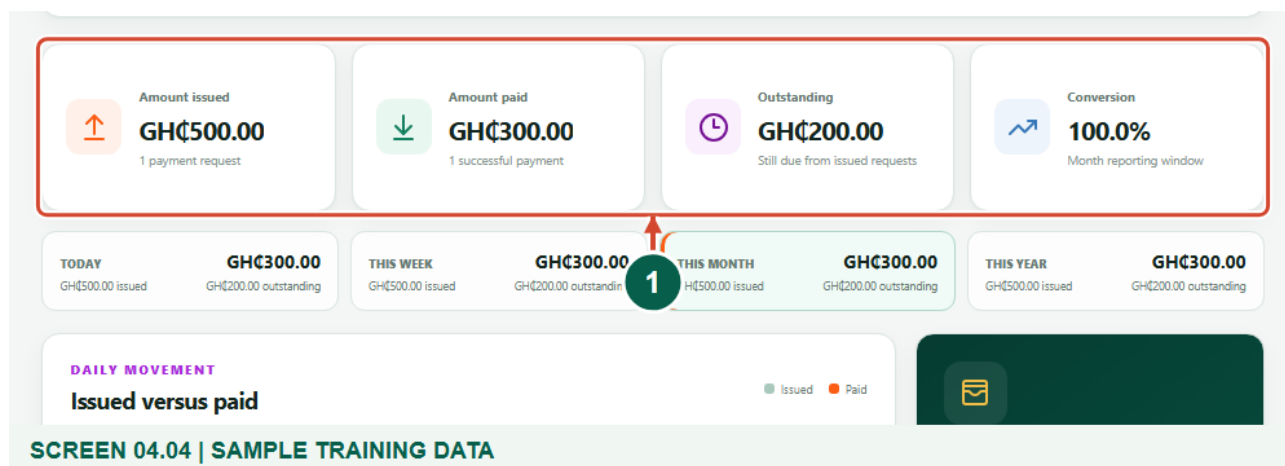
What should happen

The report is requested for the selected agent and period.

STEP 04

Interpret issued, paid and outstanding amounts

1. Read Amount issued as the value of field payment requests in the chosen scope.
2. Read Amount paid as successful payments attributed to those requests. A request or pending prompt alone is not a confirmed payment.
3. Outstanding is the remaining issued amount. Conversion compares the number of successful payments with the number of issued requests; it is not the percentage of money collected. Check dates and filters before acting on a difference.



Synthetic training data. Interpret issued, paid and outstanding amounts.

1 Selected-period totals

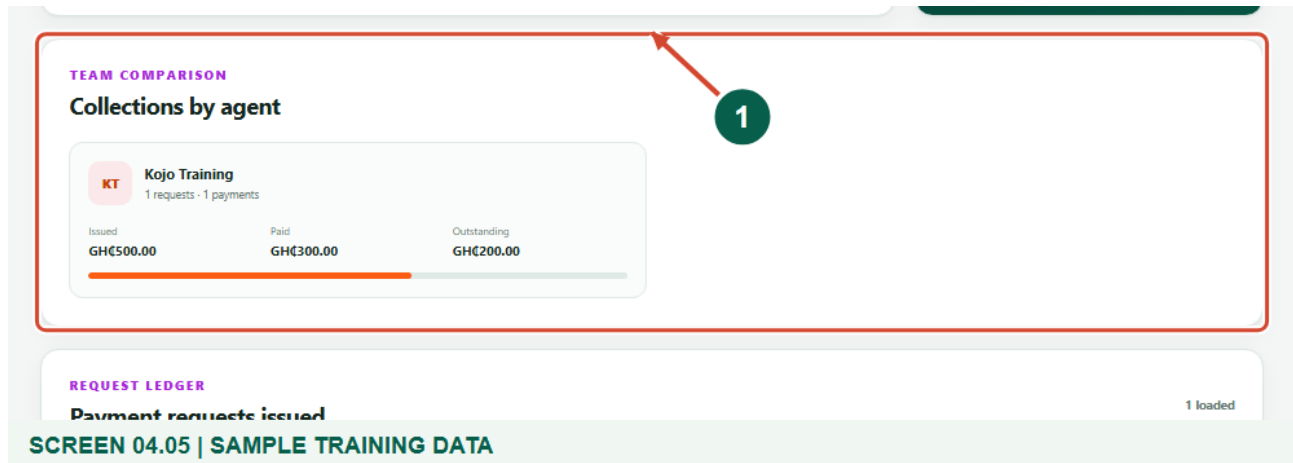
What should happen

You can distinguish requests, successful payment outcomes and outstanding amounts for the selected agent.

STEP 05

Review the agent-level breakdown

1. Scroll to Collections by agent and read the selected agent's issued, paid and outstanding amounts.
2. Use the trend chart and period totals as context. A financial collection figure is not a complete assessment of all field work or task quality.



Synthetic training data. Review the agent-level breakdown.

1 Agent collection breakdown

What should happen

The agent breakdown explains the selected financial totals.

STEP 06

Check the supporting request and payment ledgers

1. Read Payment requests issued to trace a request back to its bill and assignment.
2. Review Attributed transactions below it for the resulting payment status and dates. Use Target type or Transaction status to narrow the report when necessary.
3. Table search, sorting and filters apply to the loaded table rows; they do not broaden your assembly access.

REQUEST LEDGER 1 loaded

Payment requests issued

Search 1 loaded record **1** **Filters** Rows **10** **Export**

BILL ↑↓	AGENT ↑↓	ASSIGNMENT ↑↓	ISSUED ↑↓	PAID ↑↓	OUTSTANDING ↑↓	STATUS ↑↓	ISSUED AT ↑↓
FTRAIN-HIST-001 d8e789e9	Kojo Training	Completed sample property payment request	GH¢500.00	GH¢300.00	GH¢200.00	PARTIALLY PAID	19 Oct 2026, 07:33 pm

Showing 1–1 of 1 Previous Page 1 of 1 Next

SCREEN 04.06 | SAMPLE TRAINING DATA

Synthetic training data. Check the supporting request and payment ledgers.

1 Request ledger

What should happen

The supporting rows provide the references needed to explain a selected agent's collection result.

STEP 07

Export the relevant loaded results

- 1. Choose Export on the relevant ledger after setting the required filters.
- 2. Use CSV spreadsheet for a spreadsheet, JSON data for structured data, or Print / PDF for the current results.
- 3. Check the file’s scope before sharing it. The export reflects the loaded, filtered table results, not an automatic complete account statement.

REQUEST LEDGER

Payment requests issued

1 loaded

1

Search 1 loaded record

Filters

Rows 10

Export

BILL	AGENT	ASSIGNMENT	ISSUED	PAID	OUTSTANDING	ST
FTRAIN-HIST-001 d8e789e9	Kojo Training	Completed sample property payment request	GH¢500.00	GH¢300.00	GH¢200.00	

Showing 1-1 of 1

CSV spreadsheet
Filtered rows

JSON data
Structured export

Print / PDF
Current results

SCREEN 04.07 | SAMPLE TRAINING DATA

Synthetic training data. Export the relevant loaded results.

1 Export formats

What should happen

The export menu identifies the available formats and the results it will include.

Check your result

- The intended agent's allocated/completed work and relevant visit evidence have been reviewed without using team aggregate counts as individual totals.
- The Field agent selector identifies the intended person.
- You understand the chosen period, issued amount, successful paid amount and outstanding balance.
- Supporting bill/payment references and export scope are clear.

If you need help

The report is empty.

Check the selected agent, reporting period, target type and transaction-status filters. A lack of attributed payment activity does not prove that the agent did no field work.

A payment is not included.

Confirm that it is successful and securely attributed to a field-issued request in this assembly and reporting period. Pending or unrelated payments are not counted as successful attributed collections.

The export has fewer records than expected.

Review table search/filter settings and loaded pages. Exports use current loaded table results; use the approved wider reporting process if a complete dataset is required.

Useful things to know

- Collections measures attributed collection outcomes. Combine it with work and evidence review; there is no standalone individual productivity score or dashboard here.
- A payment request, QR code or pending transaction does not prove settlement.
- Keep staff and rate-payer financial reports within authorised assembly channels.

Continue learning

- Guide 02: See agents assigned to you
- Guide 03: Allocate jobs to your agents

[Download all 5 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.