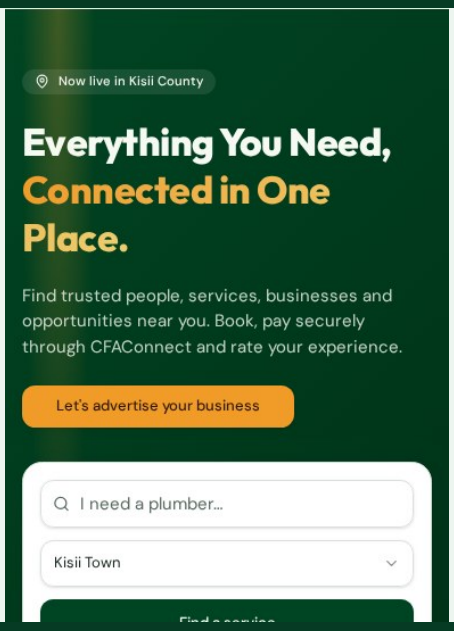
CFACONNECT

How a job flows

Numbered instructions and current screen pictures.



What CFAConnect does
Customer section • Provider & business section
Phone screenshots and numbered instructions

7 practical chapters | Updated 8 October 2026

www.cfaconnect.co.ke

A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

START HERE

What is CFAConnect?

CFAConnect connects people in Kisii County with service providers, local businesses, work opportunities, goods, properties and community activities.

Customers can find a fundi, request transport or errands, order food, laundry or gas, browse listings, apply for jobs, connect on Social and get event tickets.

Providers and businesses can offer their skills, respond to requests, manage orders and earnings, publish listings, recruit staff or organize events. POS supports shop sales, stock, receipts and reports, with an optional HR and payroll add-on.

1 Find / request > **2** Agree / order > **3** Pay securely > **4** Confirm / review

For services paid through CFAConnect, review the provider's price before agreeing. Held payments are released after customer confirmation. Marketplace and property listings connect buyers directly with advertisers; they are not the same checkout flow.

Customer section: start with registration and your account, then follow the service you need. Social and jobseeking are included here for all members.

Provider & business section: start with your account setup, then choose your trade, business portal, selling tools or event tools. Your account can also use customer features.

Pictures: every picture is the real phone screen for that exact step, with the button or field to use outlined in gold and enlarged beside it. Steps that happen outside the app, on your M-Pesa prompt or later in a live job are written instructions without a picture. Private details are hidden and no sample payments or orders were created.

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01	Find a fundi or service provider	**5**
02	Post a request and hire a team	**7**
03	Agree to a price, chat and handle a site survey	**9**
04	Finish work, release payment, review or dispute	**11**
05	Future appointments and commitment payments	**13**
06	Respond to work and collect earnings	**16**
07	Troubleshooting, support and current limitations	**19**

Tap a chapter to jump to it. Each picture shows the screen for that step with the part to tap outlined in gold; private details are hidden.

Customer section

Find what you need, book and pay, manage your account, connect and explore.

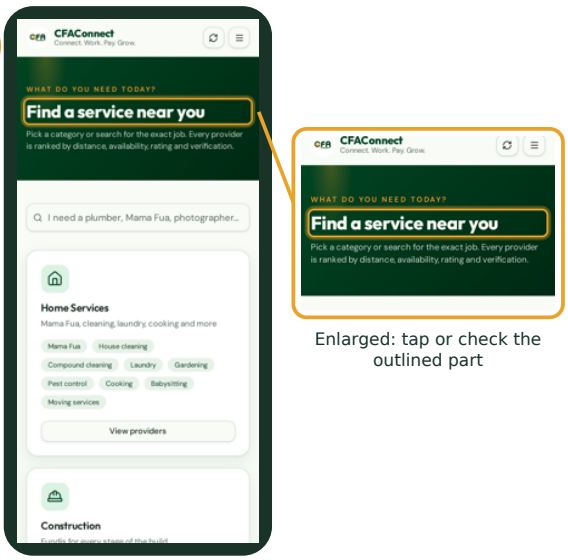
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Find a fundi or service provider

Open: /services • www.cfaconnect.co.ke

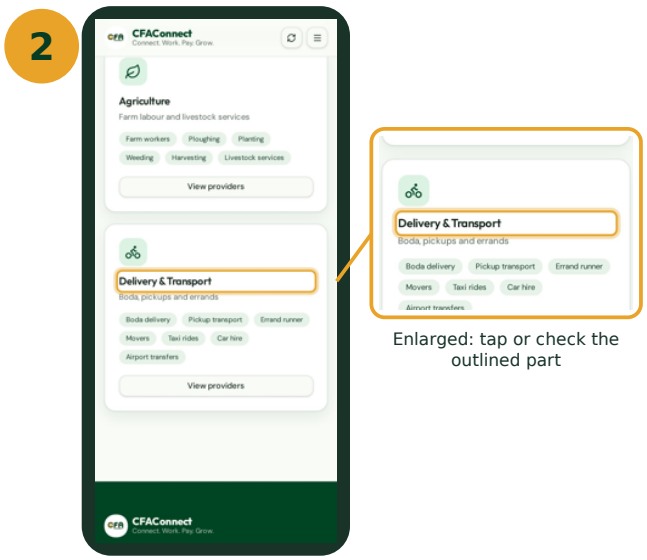
1



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Open Find a Service or the Hire a fundi tile.

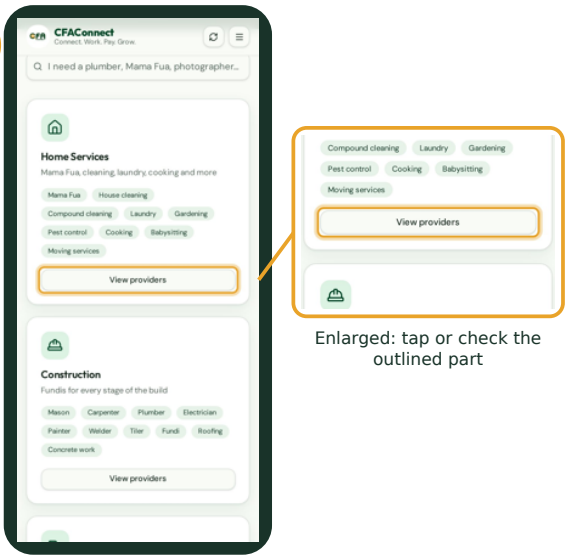
2



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Choose Home Services, Construction, Automotive, Technology, Events, Beauty, Agriculture or Delivery & Transport.

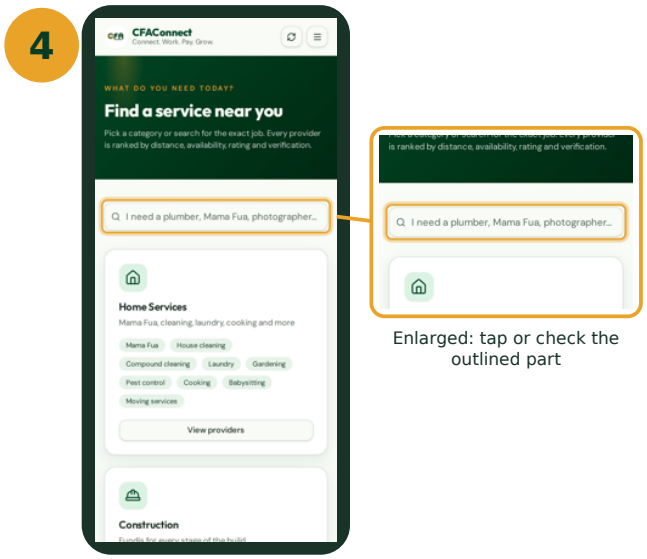
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Choose the specific skill, then View providers. Use Find a Worker for the broader directory.

4



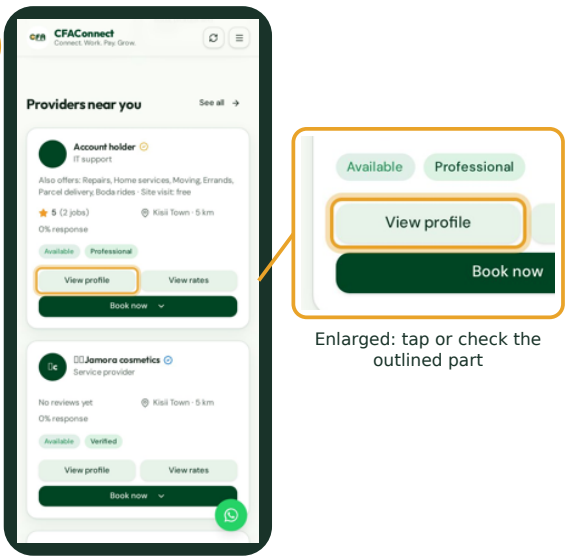
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Use Search and Filters to narrow the area and service. Allow location for nearby results if desired.

Find a fundi or service provider

Open: /services • www.cfaconnect.co.ke

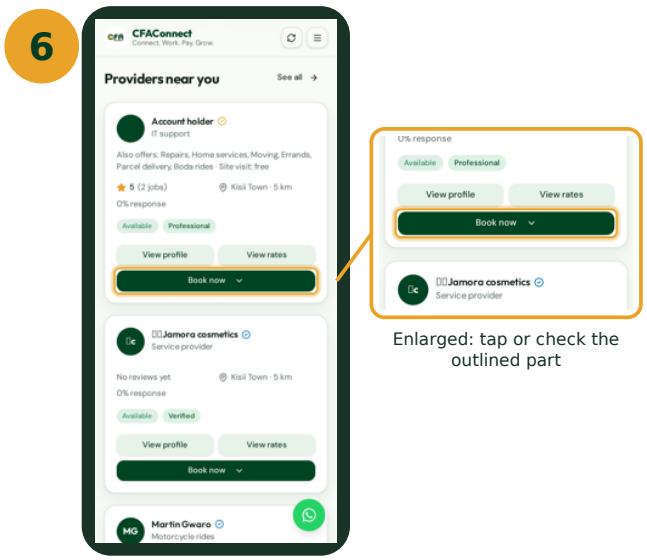
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Open View profile to inspect services, work photos, reviews and availability. Use View rates for the provider's prices.

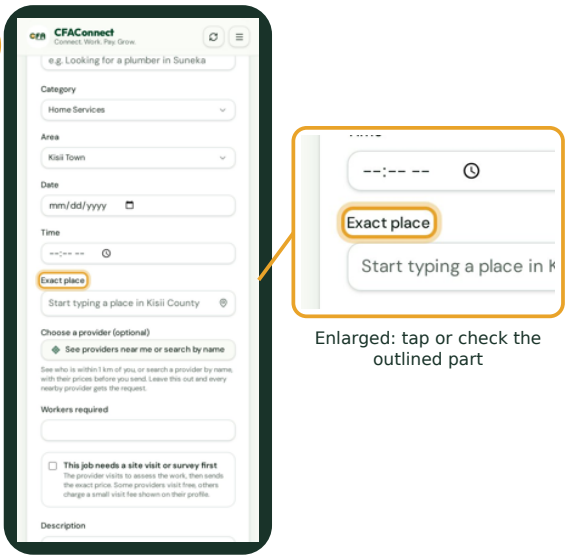
6



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Tap Book now on the chosen provider. Describe What do you need? so the request explains the actual task.

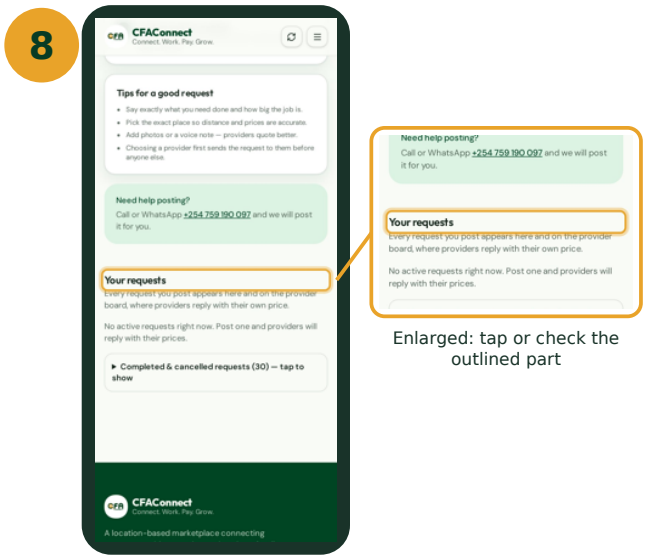
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Enter the place, date and any attachments requested, then send the booking.

8



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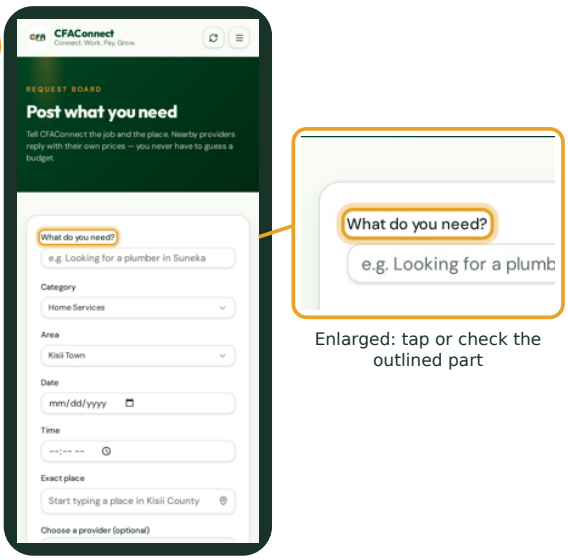
Keep the request window open for the provider's response and price. Do not assume a blank rate is a zero-price job.

Important: The same booking steps apply to every listed trade: cleaners, plumbers, electricians, builders, mechanics, IT, beauty, events and farm workers.

Post a request and hire a team

Open: /post-request • www.cfaconnect.co.ke

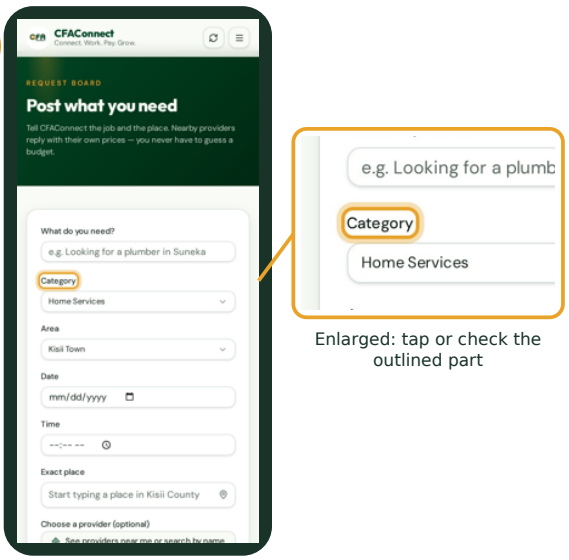
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Open Post a Request and enter What do you need? with a short, specific job title.

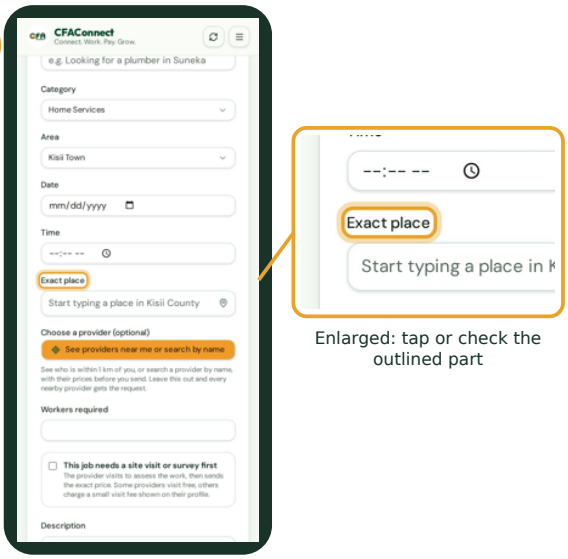
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Choose Category and Area, then Date and Time where needed.

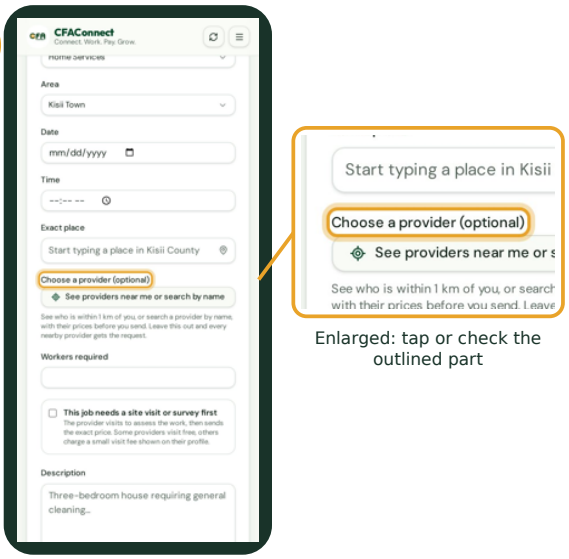
3



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Choose Exact place from location suggestions; add a clear landmark in the description.

4



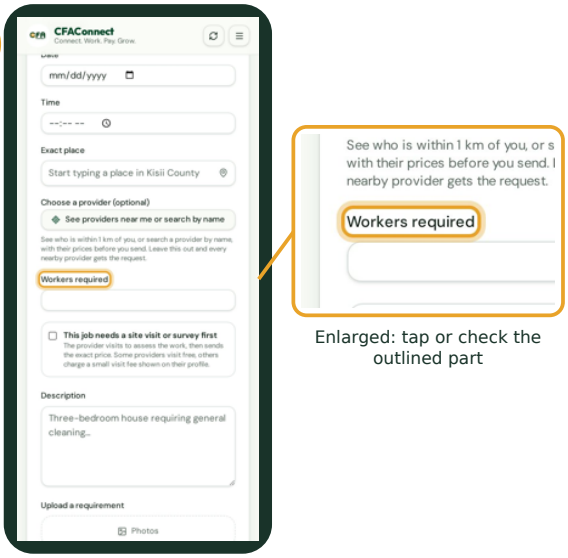
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Optionally choose one provider using nearby results or name search. Leave it blank to invite nearby providers.

Post a request and hire a team

Open: /post-request • www.cfaconnect.co.ke

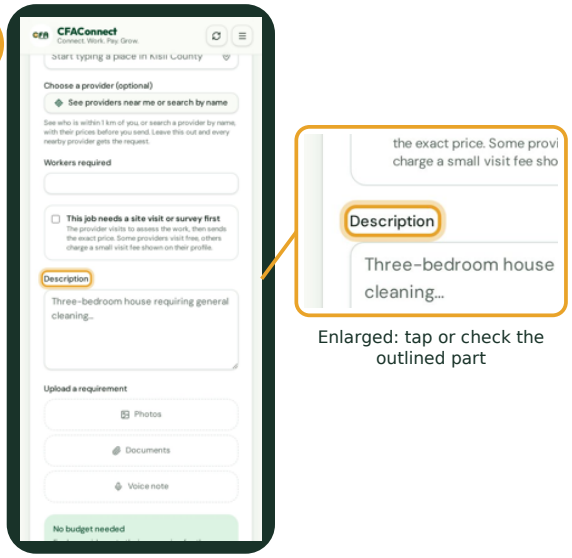
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Set Workers required for an individual or team job. Describe the size of the work and required skills.

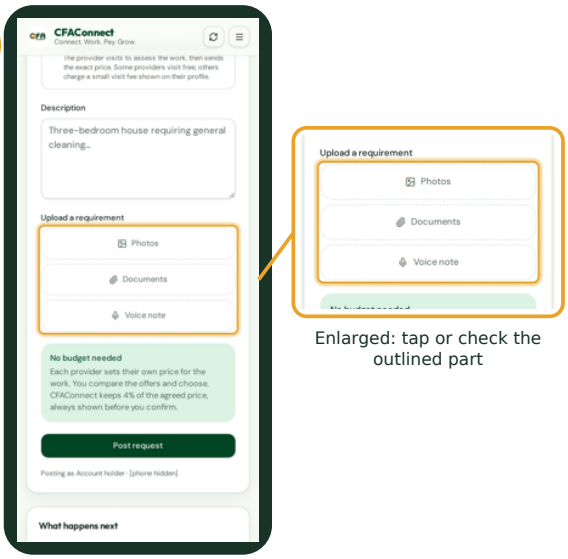
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Select the site visit/survey option only if assessment is needed. The provider can also request a survey.

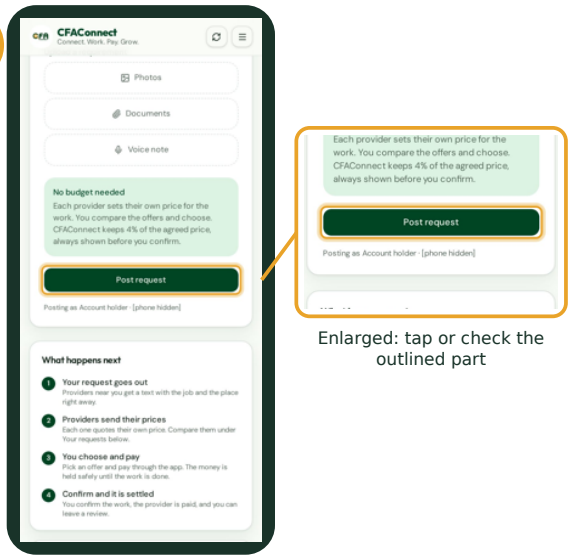
7



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Attach Photos, Documents or a Voice note if helpful. Avoid uploading unnecessary personal information.

8



Enlarged: tap or check the outlined part

Tap Post request. Compare replies under Your requests and choose a provider before payment.

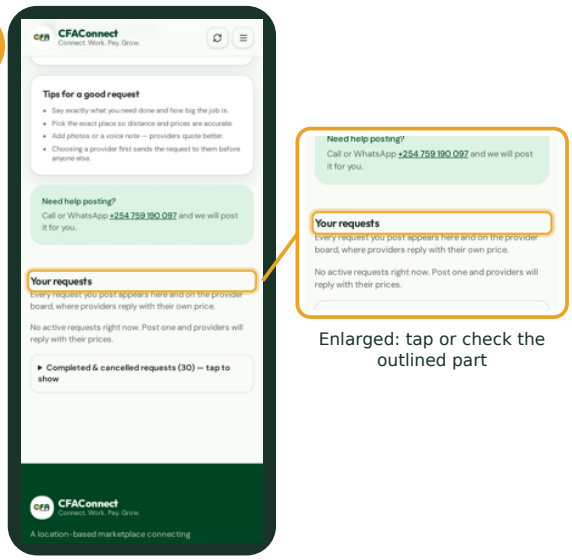
Important: No guessed budget is required. Providers quote their own prices; selecting a provider directs the initial request to that provider.

Agree to a price, chat and handle a site survey

Open: /post-request • www.cfaconnect.co.ke

1 Request > 2 Provider quote > 3 Agree > 4 Pay / hold

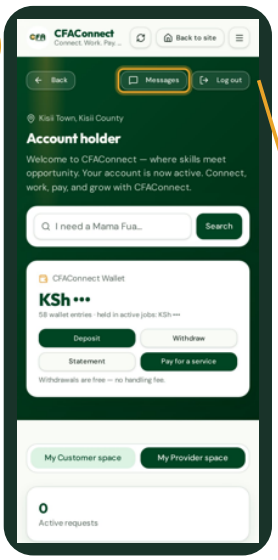
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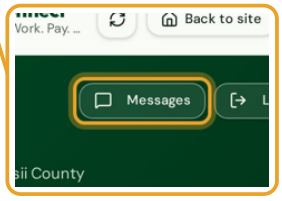


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Read the provider’s reply in the active request window: acceptance, their price, or a decline.

2





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Use Open chat to clarify materials, scope, timing and access. Chat does not accept the price.

3 If assessment is required, check whether the visit is free or charged and approve only the visit terms you understand.

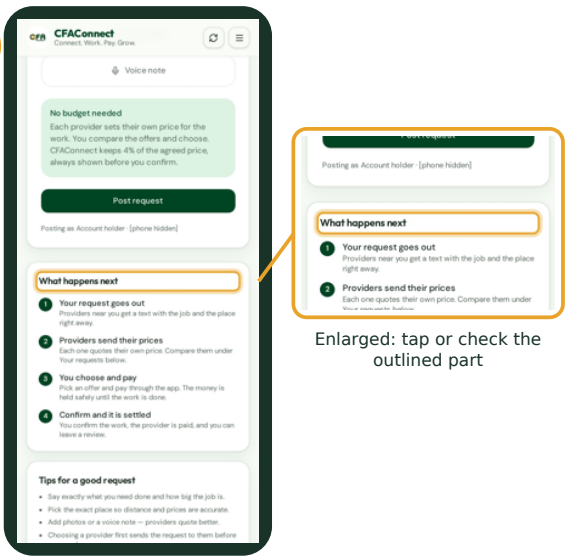
4 Keep the site visit with the same job. The provider assesses the work before sending the exact final price.

5 Review the final quotation and the displayed CFAConnect commission. Tap Agree only when the scope and amount are right.

Agree to a price, chat and handle a site survey

Open: /post-request • www.cfaconnect.co.ke

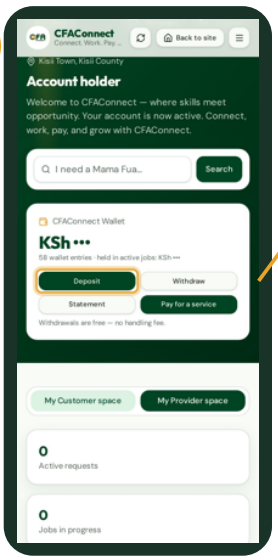
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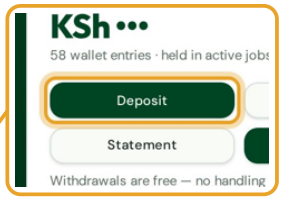


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Decline if you do not accept the offer. For an unanswered request, use Request again when the waiting option appears.

7

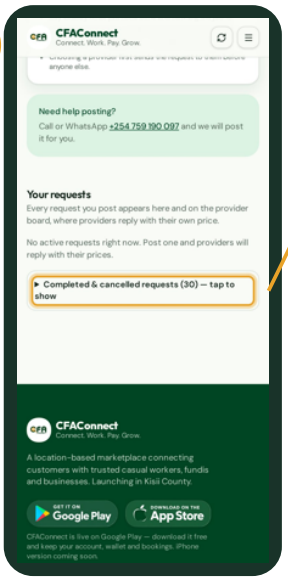


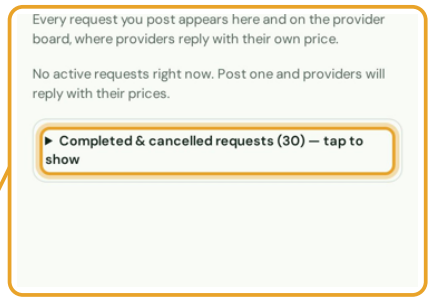


Enlarged: tap or check the outlined part

Follow the request's payment action. Deposit into the wallet if your balance is insufficient.

8





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Keep using the same request window through payment, progress and completion. Use its message counter to read new messages.

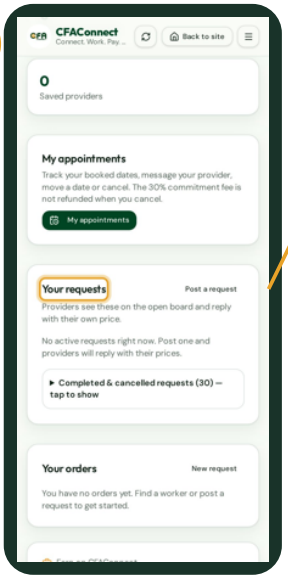
Important: Process illustration, not a screenshot of a paid job. CFAConnect keeps 4% of the agreed service price: KSh 2,000 pays KSh 1,920 to the provider.

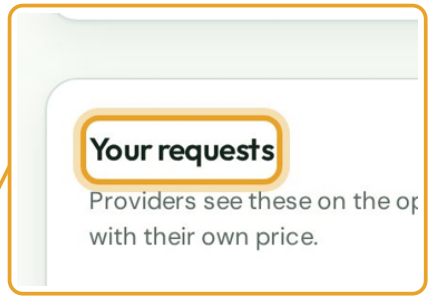
Finish work, release payment, review or dispute

Open: /dashboard • www.cfaconnect.co.ke

1 Work done > **2** Customer checks > **3** Release payment > **4** Review

1





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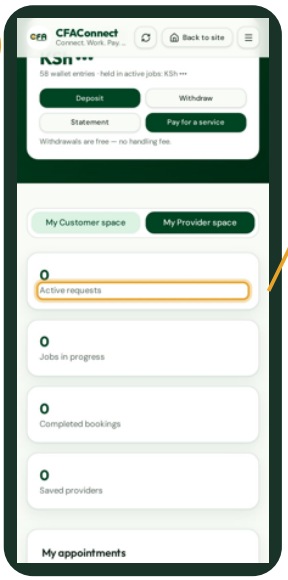
When the provider marks the work done, inspect the completed work or delivered service.

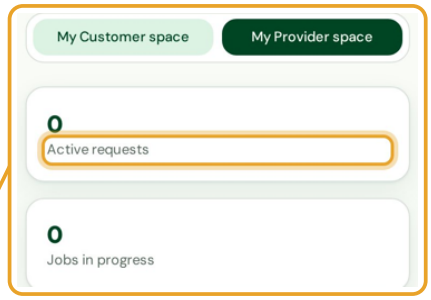
2 If money is held, use Confirm work & release payment only after checking the result.

3 If the job uses payment after completion, review the amount and use Approve & pay from wallet.

4 Do not confirm completion just because a provider asks while work is still outstanding.

5





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For missing, damaged or incorrect work, use Raise a dispute in the active request window.

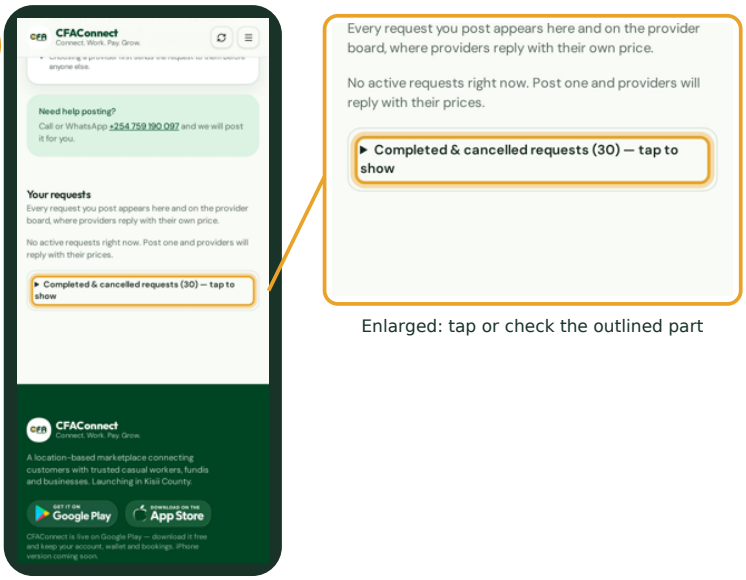
Finish work, release payment, review or dispute

Open: /dashboard • www.cfaconnect.co.ke

6 Explain the problem clearly and attach relevant evidence when requested. Keep the request reference.

7 After successful release, the Thank you screen offers Close for the customer or Go to my earnings for the provider.

8



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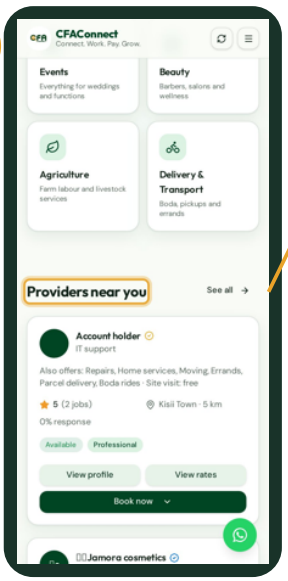
Leave a truthful review. Completed & cancelled requests can be expanded later without cluttering active work.

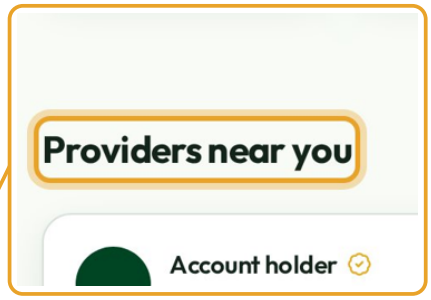
Important: Payment or withdrawals can remain held during a dispute. Contact support before attempting to settle the same disputed job outside the app.

Future appointments and commitment payments

Open: /appointments • www.cfaconnect.co.ke

1





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Choose a provider and a future date when the provider's calendar is available.

2 Select the required service, day and time and describe the appointment.

3 Wait for the provider to accept and review the agreed job price.

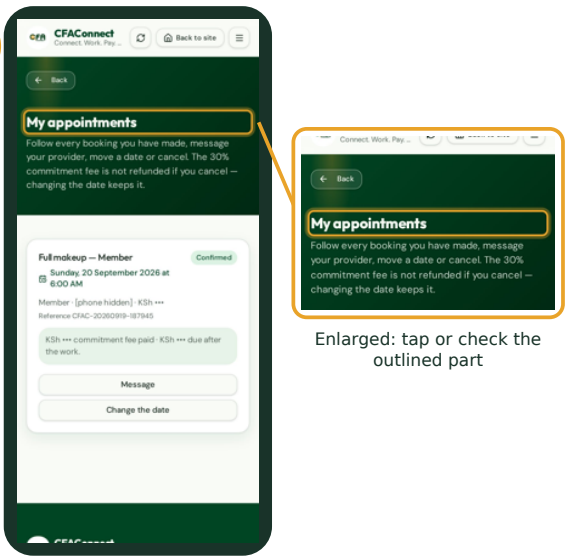
4 Review the 30% commitment payment shown for a later-date booking; it counts towards the total job price.

5 Complete the payment only after checking the cancellation terms.

Future appointments and commitment payments

Open: /appointments • www.cfaconnect.co.ke

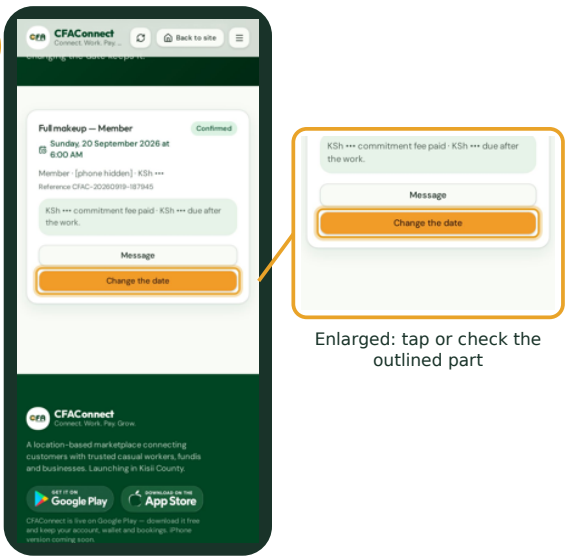
6



Enlarged: tap or check the outlined part

Open My appointments from your account to review the date and provider.

7



Enlarged: tap or check the outlined part

Use Message for coordination or Reschedule to request a new date. Check that the updated date is confirmed.

8 Use Cancel only if necessary; the commitment payment is not refunded on cancellation. Pay the remaining balance in the app as instructed.

Important: Do not create a second appointment to move a date. Use the appointment's own Reschedule action where available.

Provider & business section

Offer services, run your business, manage listings, collect earnings and organize events.

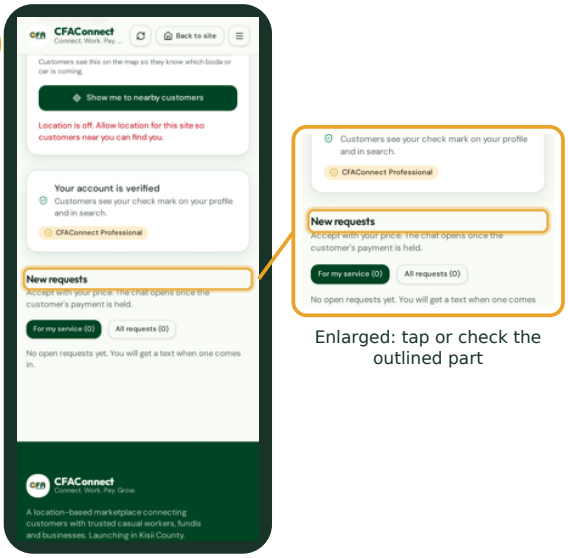
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Respond to work and collect earnings

Open: /provider • www.cfaconnect.co.ke

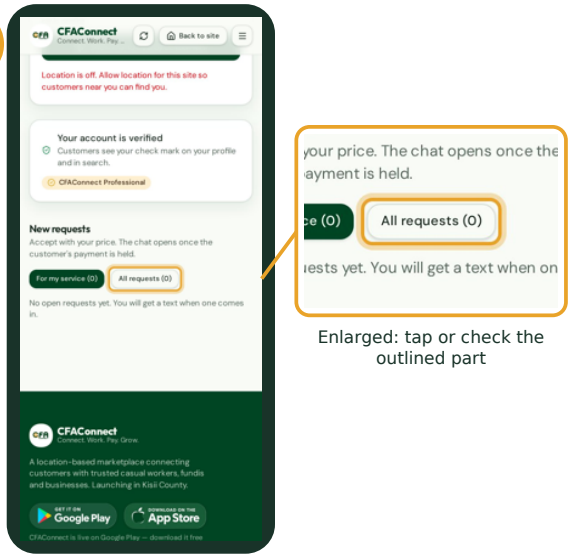
1



Enlarged: tap or check the outlined part

Open the app after a job alert. New requests appear above Active requests.

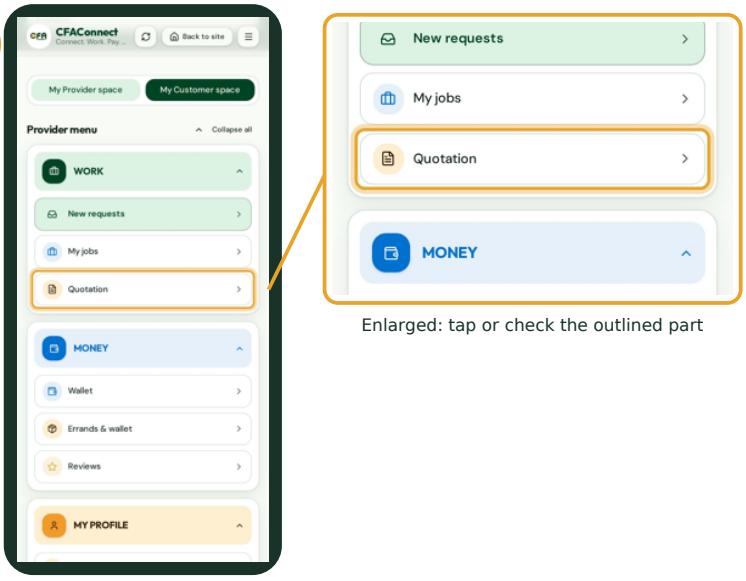
2



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Read the customer's need, location, date, worker count and any attachments before responding.

3



Enlarged: tap or check the outlined part

Accept at your listed price or Reply with my price when the scope needs a quotation.

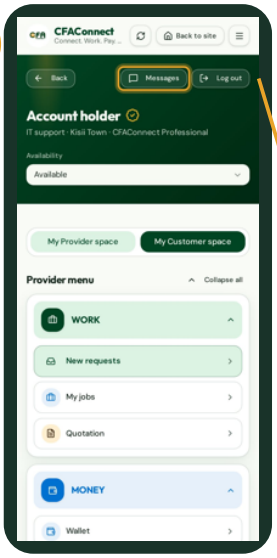
4 If a survey is needed, set the free/charged visit terms, complete the assessment and then send the exact job price.

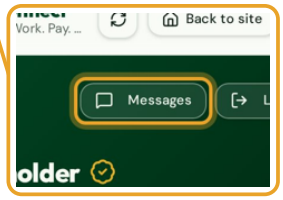
5 Decline if unavailable instead of leaving the customer waiting. Multiple requests can be selected in the request window.

Respond to work and collect earnings

Open: /provider • www.cfaconnect.co.ke

6

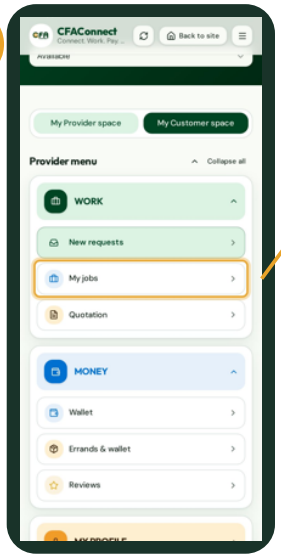


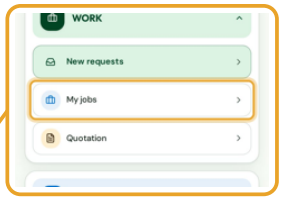


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Wait for the customer's agreement and the payment status shown. Use chat to coordinate the work.

7

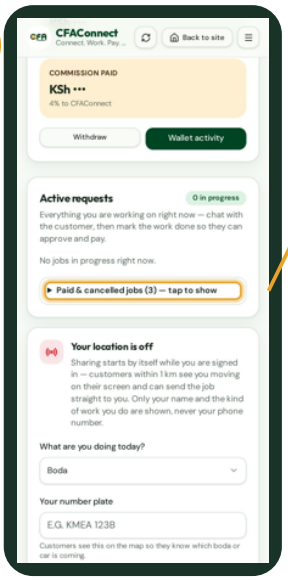


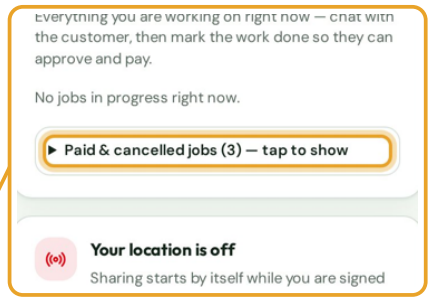


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Complete the job and mark it done. The customer then checks and approves payment/release.

8





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Open Go to my earnings or Wallet activity after settlement. Expand Paid & cancelled jobs to review older records.

Important: An SMS alert, acceptance or chat message does not itself prove that a customer has paid. Always read the request's payment status.

Administration & support

Review approvals, manage financial records and get help safely.

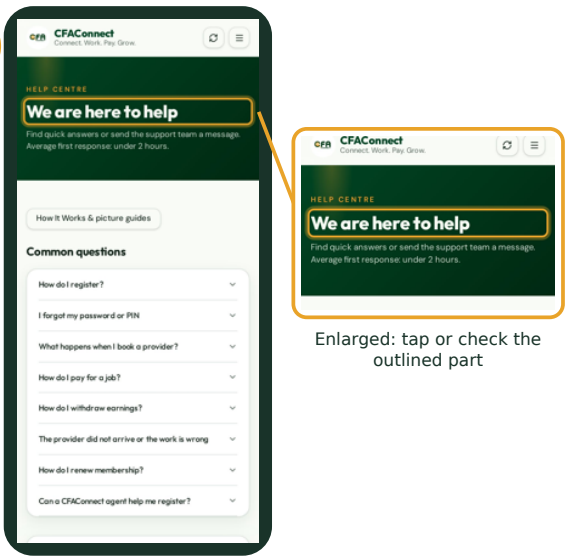
Starts on page 19

A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

Troubleshooting, support and current limitations

Open: /help • www.cfaconnect.co.ke

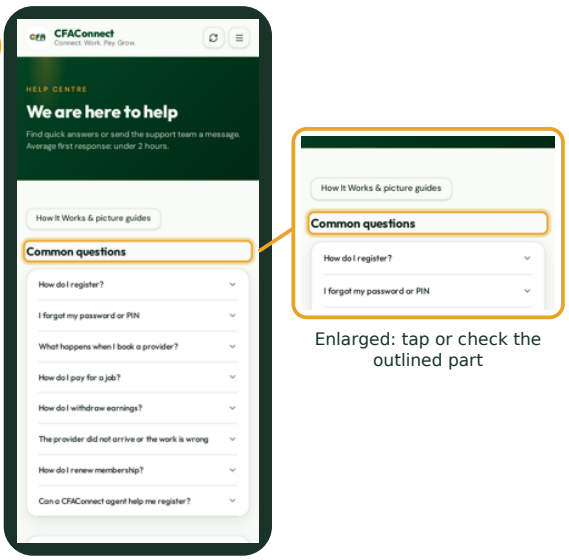
1



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If the opening logo is visible, wait for it to disappear before tapping a control.

2

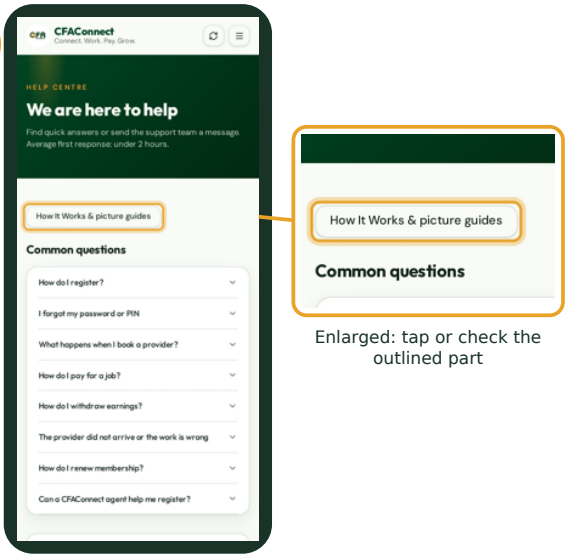


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For empty lists, clear filters and confirm your area; a business may be awaiting approval, expired, hidden or unavailable.

3 For location failure, enter a place manually and choose the suggestion rather than relying on an unconfirmed distance.

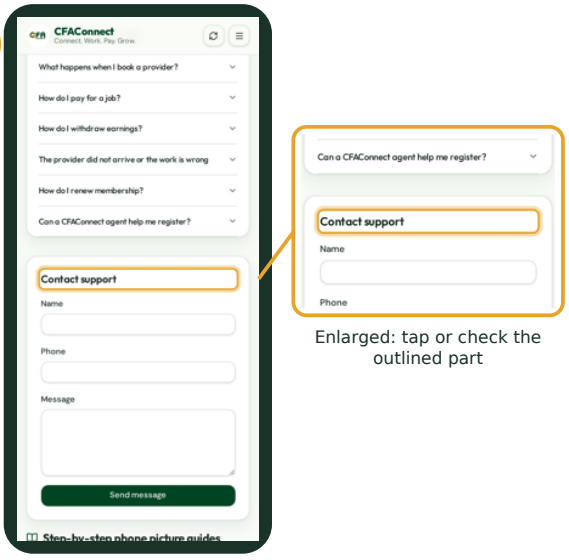
4



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For Gallery/Camera failures, allow the app's file/camera permission and try a supported smaller image. Do not submit twice while uploading.

5



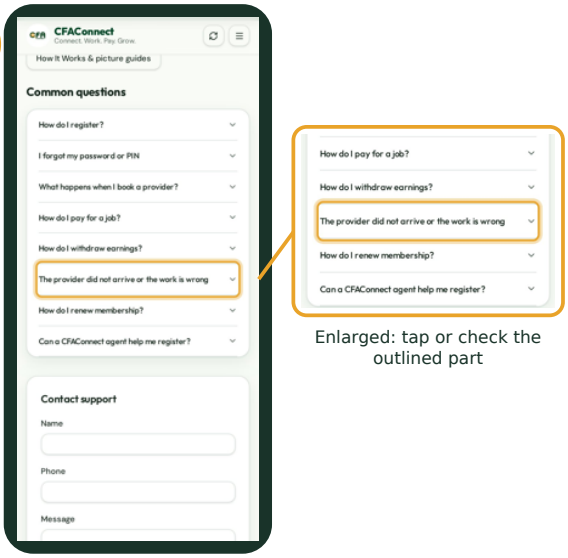
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For a payment delay, keep the reference, check the receipt/status and contact support before paying again.

Troubleshooting, support and current limitations

Open: /help • www.cfaconnect.co.ke

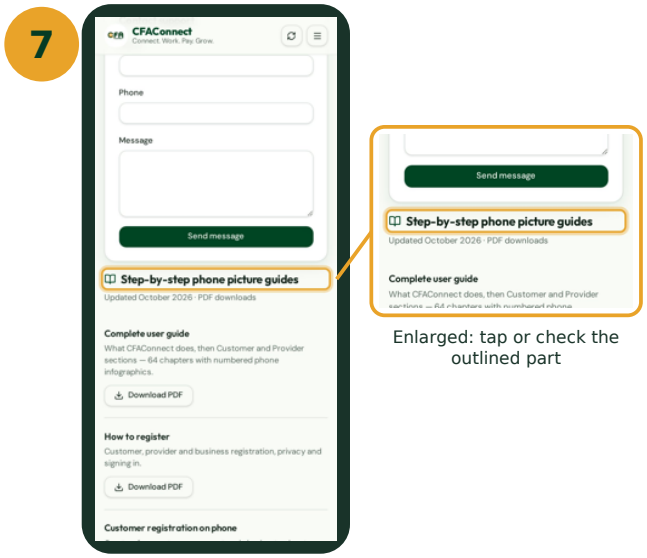
6



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For a booking problem, use Raise a dispute before releasing funds. Save relevant evidence privately.

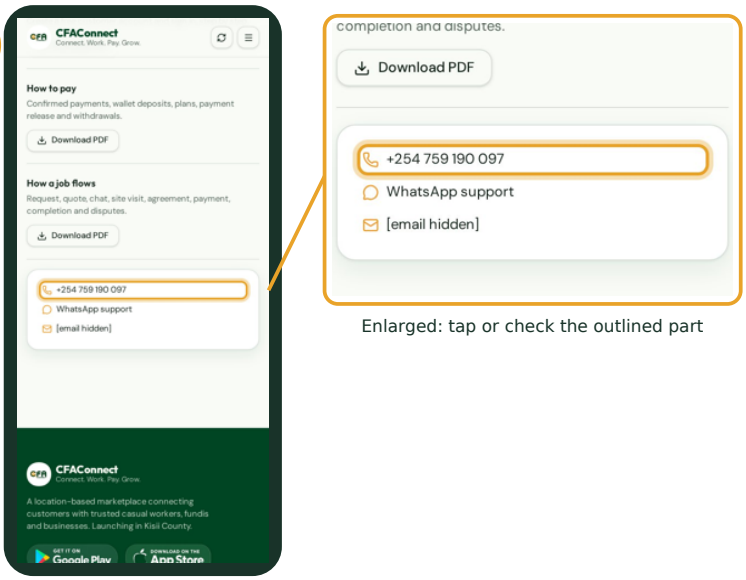
7



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Open Help Centre for this complete guide and the separate registration, payment and job-flow PDFs.

8



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Call/WhatsApp +254 759 190 097 or email support@cfaconnect.co.ke with the service and reference. Never send a PIN or password.

Important: Screen pictures are real app views with private fields removed. Later workflow diagrams are illustrations, not proof that a payment, device or service has been tested end to end.