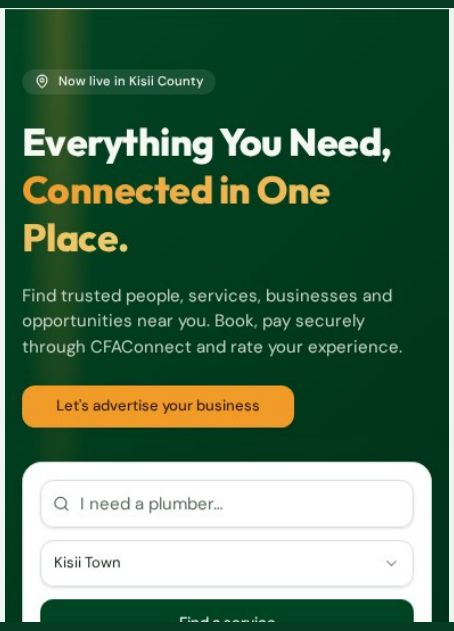
CFACONNECT

How to pay

Numbered instructions and current screen pictures.



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

16 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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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.

Starts on page 5

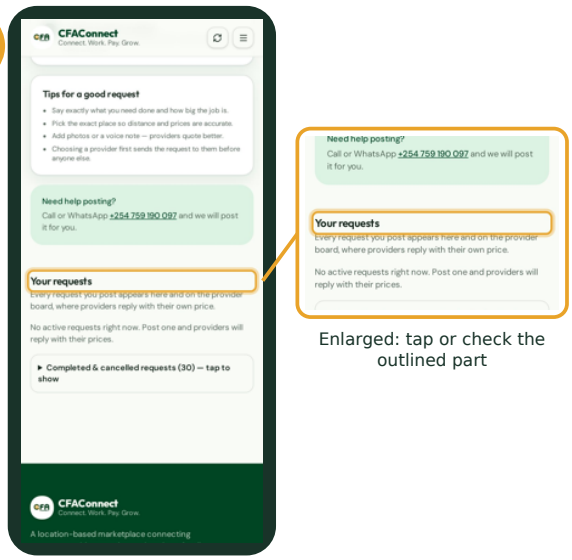
A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

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

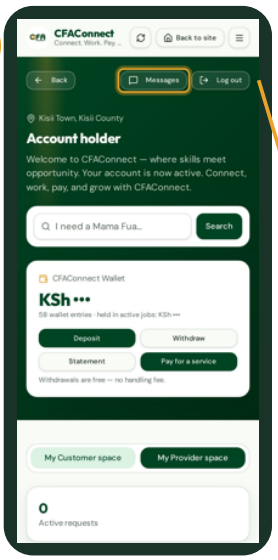
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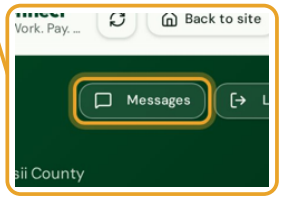


Enlarged: tap or check the outlined part

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.

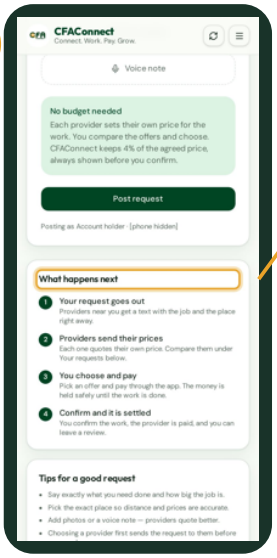
4 Keep the site visit with the same job. The provider assesses the work before sending the exact final price.

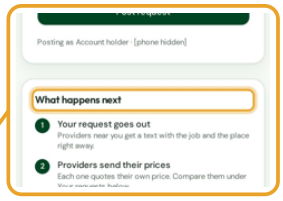
5 Review the final quotation and the displayed CFAConnect commission. Tap Agree only when the scope and amount are right.

Agree to a price, chat and handle a site survey

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

6

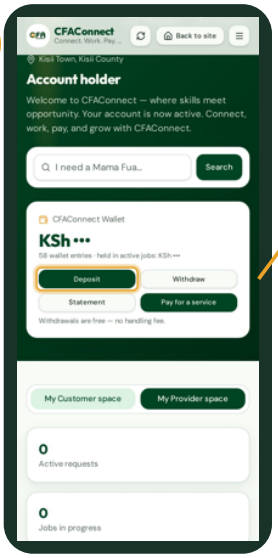


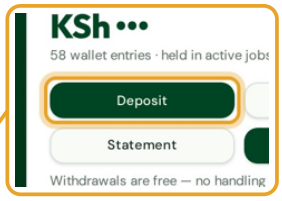


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Decline if you do not accept the offer. For an unanswered request, use Request again when the waiting option appears.

7

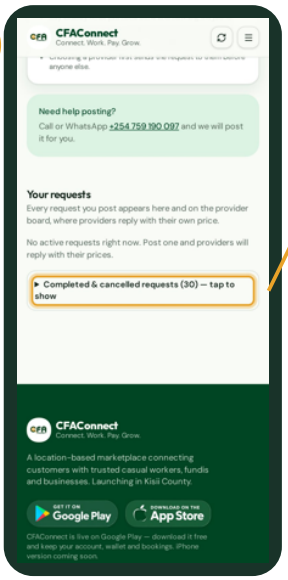


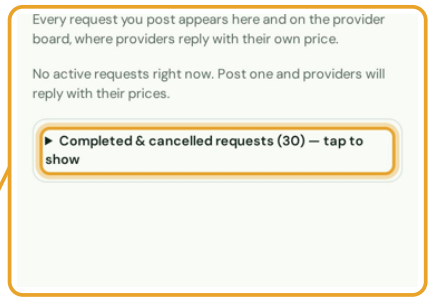


Enlarged: tap or check the outlined part

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.

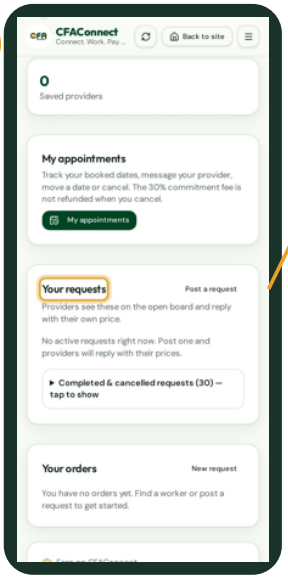
Important: Process illustration, not a screenshot of a paid job. CFAConnect keeps 4% of the agreed service price: KSh 2,000 pays KSh 1,920 to the provider.

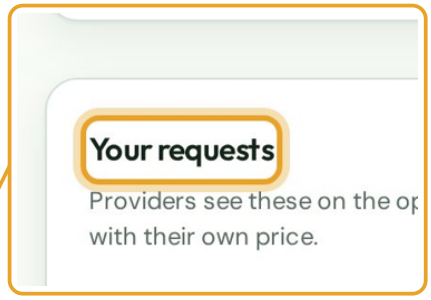
Finish work, release payment, review or dispute

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

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

1





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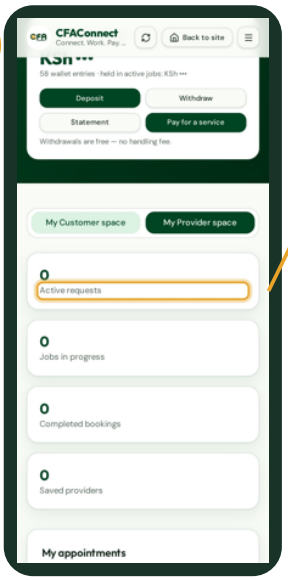
When the provider marks the work done, inspect the completed work or delivered service.

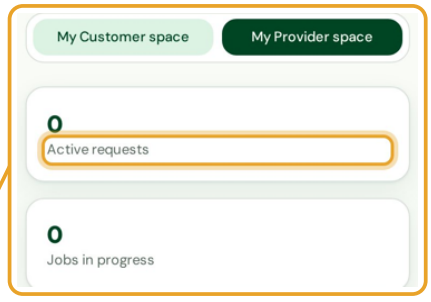
2 If money is held, use Confirm work & release payment only after checking the result.

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.

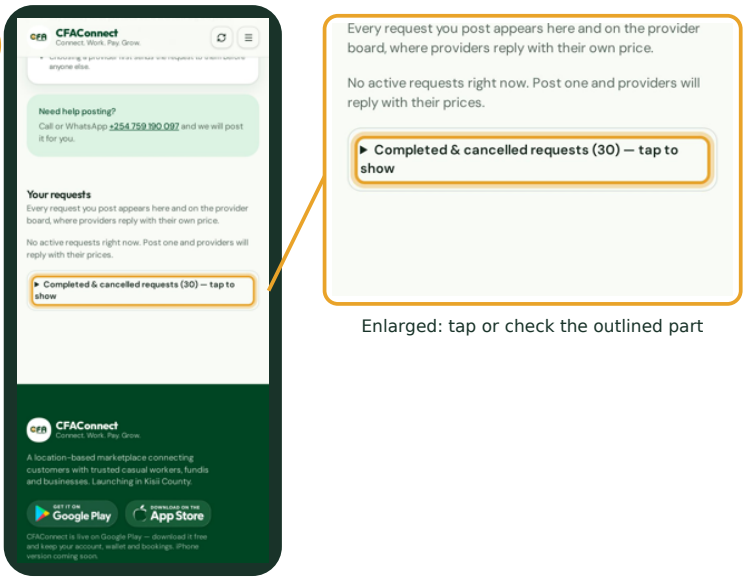
Finish work, release payment, review or dispute

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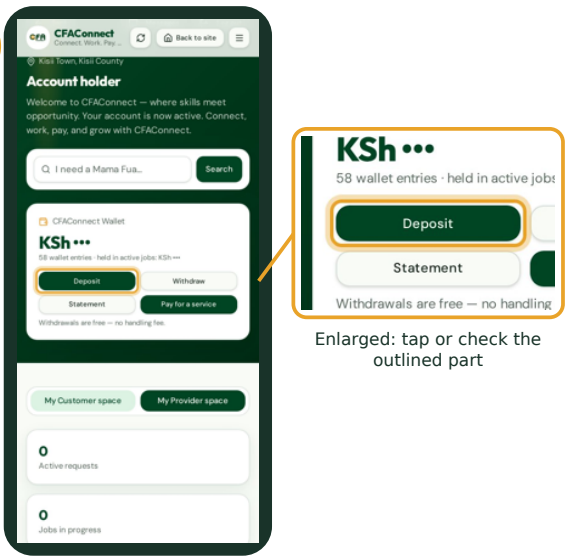
Leave a truthful review. Completed & cancelled requests can be expanded later without cluttering active work.

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

Wallet deposits, payments and statements

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

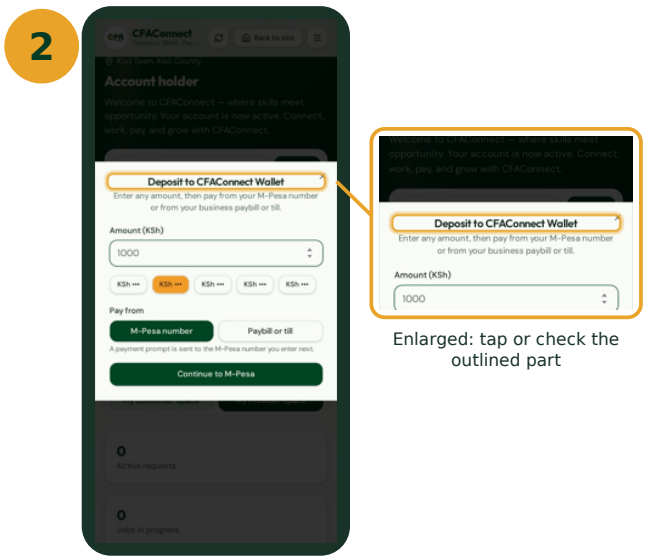
1



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Open My Customer space to see CFAConnect Wallet, your available balance and funds held in active jobs.

2

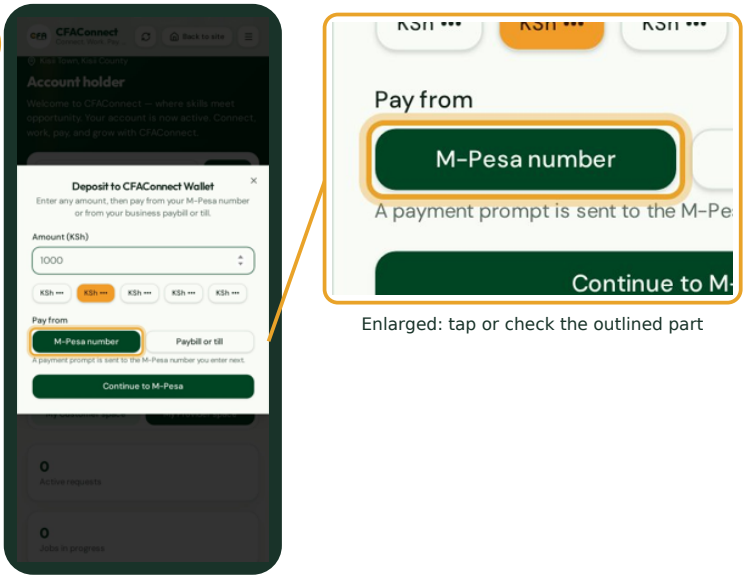


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Tap Deposit and enter the amount or choose a quick amount.

3 Choose the available deposit source and check the phone or business-number details.

4



Enlarged: tap or check the outlined part

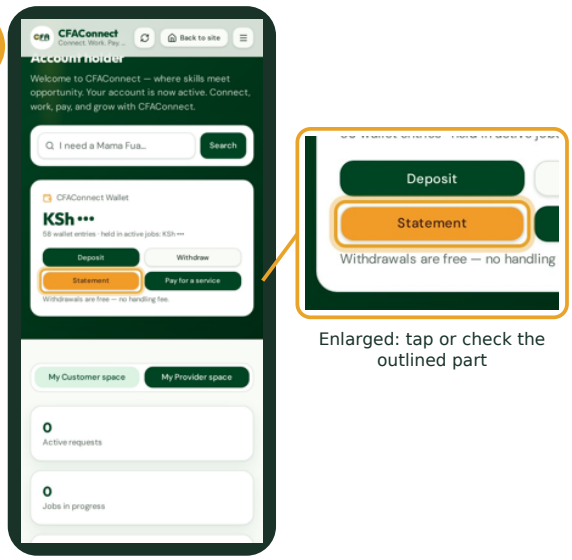
Start the M-Pesa payment and enter your M-Pesa PIN only on the genuine M-Pesa prompt on your phone.

5 Wait for confirmation and a receipt. Closing the prompt or an unconfirmed reference is not a successful payment.

Wallet deposits, payments and statements

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

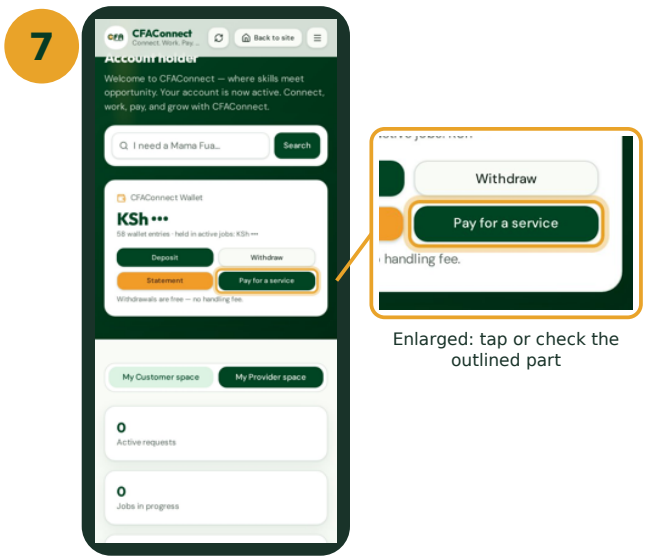
6



Enlarged: tap or check the outlined part

Return to the wallet and check that the deposit appears in the balance and Statement.

7



Enlarged: tap or check the outlined part

For a booked job, use the request's payment action. Pay for a service is a separate wallet action: verify the provider's CFAConnect number and amount.

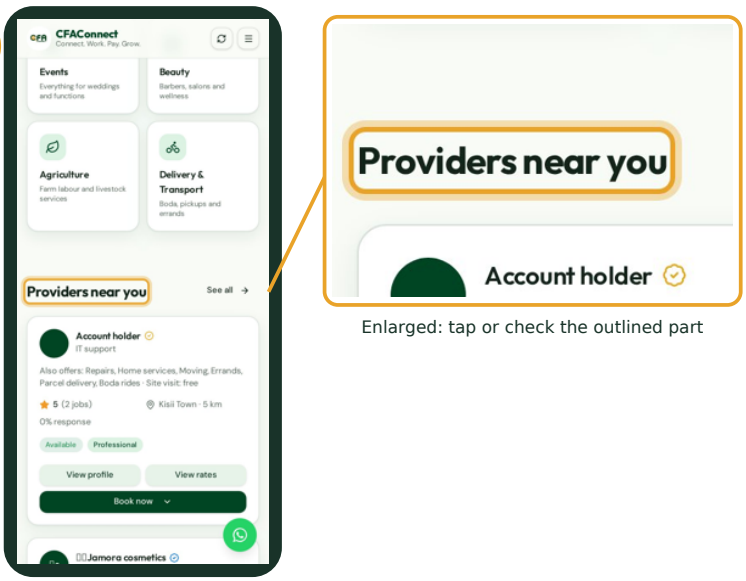
8 Open Statement or Wallet activity to review deposits, service payments, releases and withdrawals by reference.

Important: Some payment prompts show Shaynex Enterprise. Always check the amount and purpose. Never make a second payment until the first attempt's status is clear.

Future appointments and commitment payments

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

1



Enlarged: tap or check the outlined part

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.

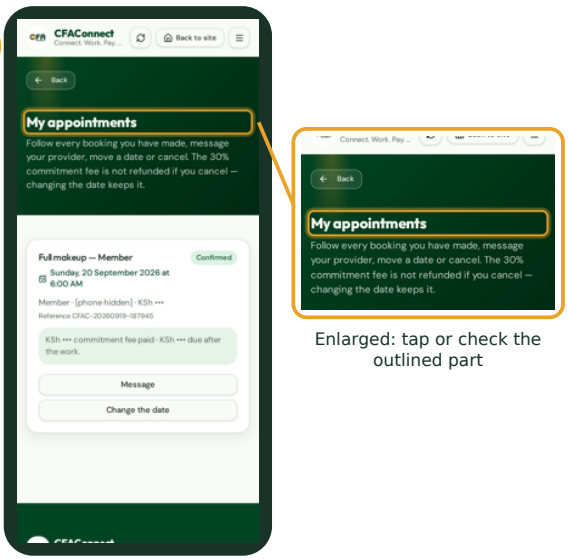
4 Review the 30% commitment payment shown for a later-date booking; it counts towards the total job price.

5 Complete the payment only after checking the cancellation terms.

Future appointments and commitment payments

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

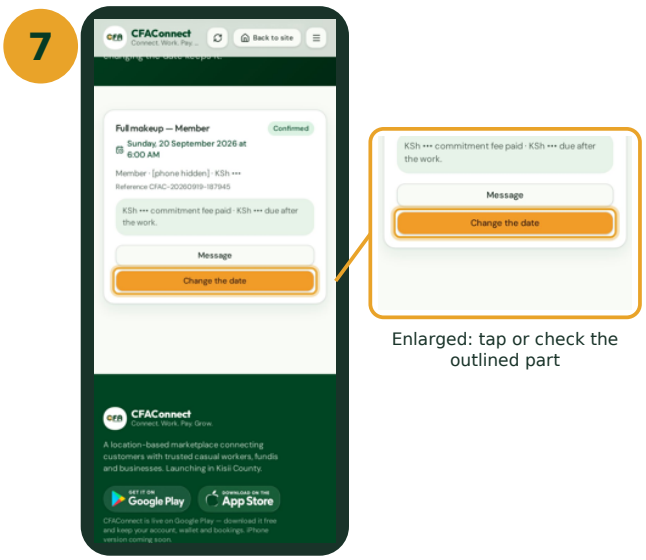
6



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.

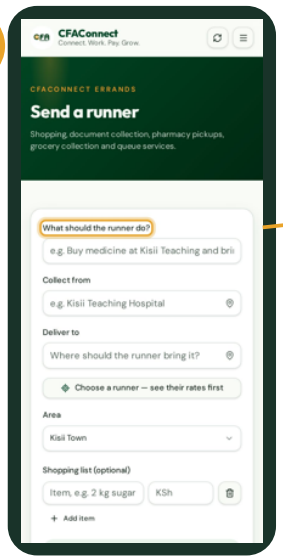
Important: Do not create a second appointment to move a date. Use the appointment's own Reschedule action where available.

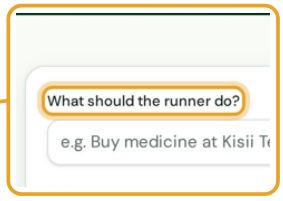
Run an errand and settle shopping costs

Open: /errand • www.cfaconnect.co.ke

1 Budget sent > **2** Runner buys > **3** Actual cost > **4** Change / top-up

1

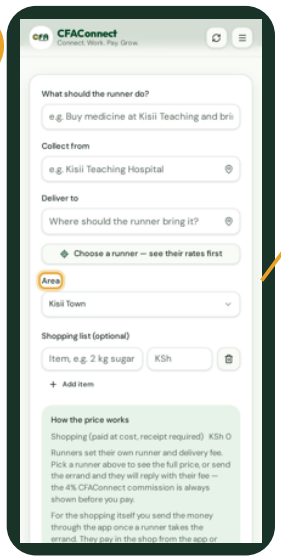


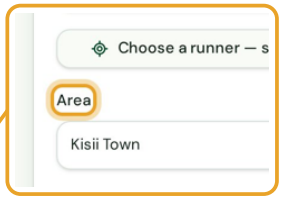


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Open Errand and describe What should the runner do? with Collect from and Deliver to.

2

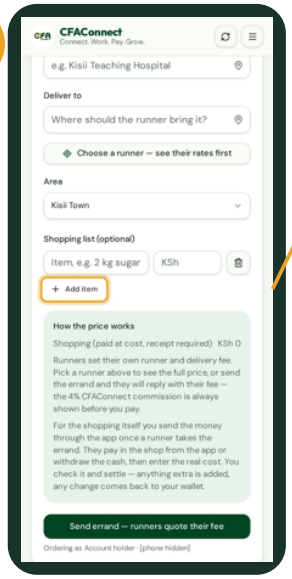


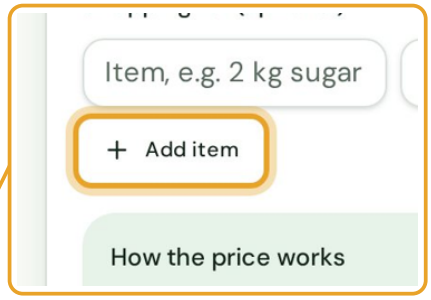


Enlarged: tap or check the outlined part

Choose Area and optionally select a runner to view their rates.

3





Enlarged: tap or check the outlined part

Use Add item for shopping goods and estimated costs. Shopping money is separate from the runner's service fee.

4 Send the errand and review the runner's quotation. Agree to the runner fee through the request window.

Run an errand and settle shopping costs

Open: /errand • www.cfaconnect.co.ke

5. Once a runner takes the errand, send the shopping budget using the app’s shopping-money action.
6. The runner buys/collects goods and records the actual cost with receipt information.
7. Review the actual cost. Approve settlement: extra cost needs additional funds; unspent change returns to your wallet.
8. Confirm delivery and settle the runner’s fee after checking the items.

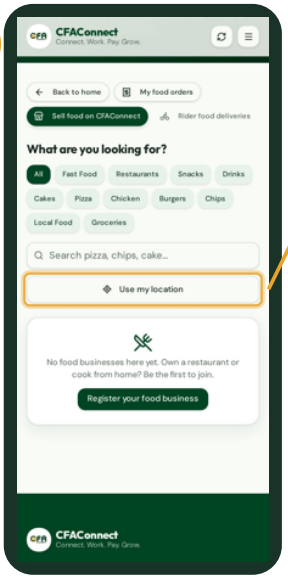
Important: Shopping costs pass through at cost; 4% applies to the runner’s service fee, not to the goods budget. Never approve unexplained costs.

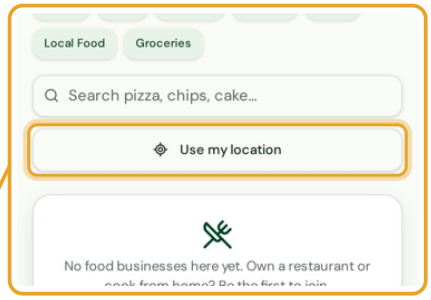
Order meals, cakes, groceries or catering

Open: /food • www.cfaconnect.co.ke

1 Choose kitchen > **2** Cart & address > **3** Pay / hold > **4** Receive & confirm

1





Enlarged: tap or check the outlined part

Open Food. Search by food/business name or choose a food category; Use my location can help find nearby kitchens.

2 Open an available business and review its menu, hours, delivery options and any promotion.

3 Add the required menu items and quantities to the cart. Read item descriptions carefully.

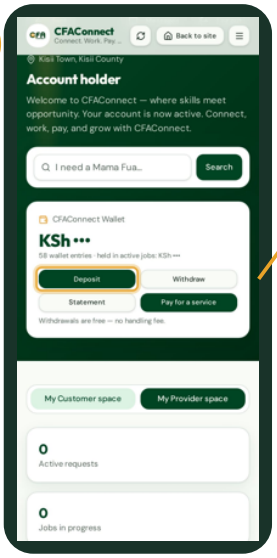
4 Choose pickup or delivery where offered and enter the delivery point and contact details.

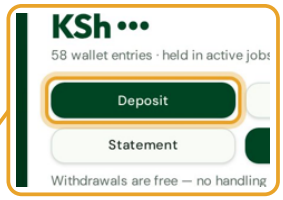
5 Add preparation instructions and check the item total, discounts and delivery fee.

Order meals, cakes, groceries or catering

Open: /food • www.cfaconnect.co.ke

6

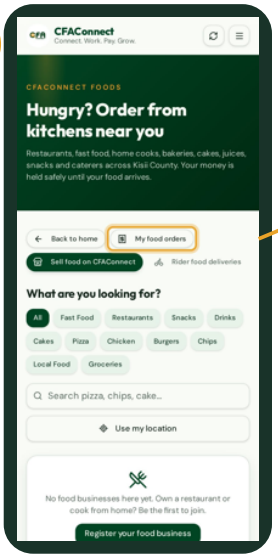


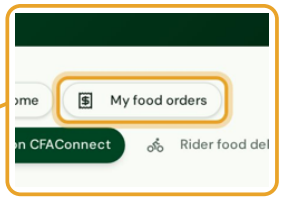


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Submit the order and pay from the wallet. Use Deposit/M-Pesa first if your wallet balance is short.

7

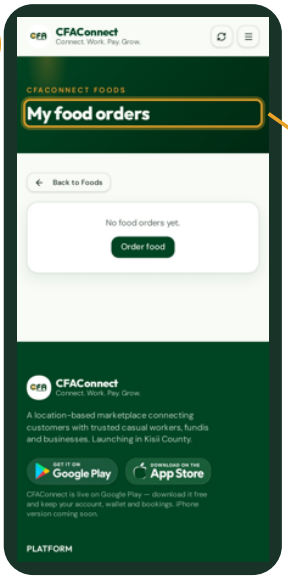


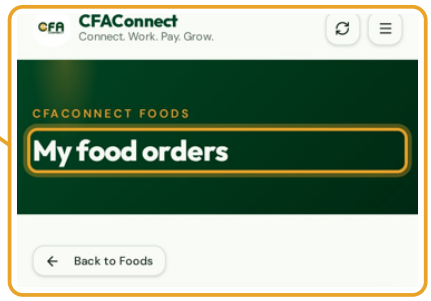


Enlarged: tap or check the outlined part

Open My food orders to follow Accepted, Preparing, Ready, On the way and Delivered.

8





Enlarged: tap or check the outlined part

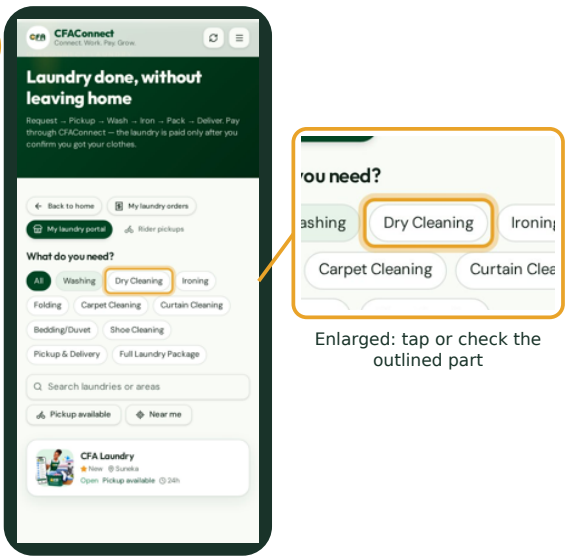
After checking the food, tap I received my food — release payment. Use the order's dispute action if there is a problem.

Important: An empty vendor list means no available approved business matches. Do not place payment to an unlisted kitchen through unrelated contact details.

Book washing, ironing or other laundry services

Open: /laundry • www.cfaconnect.co.ke

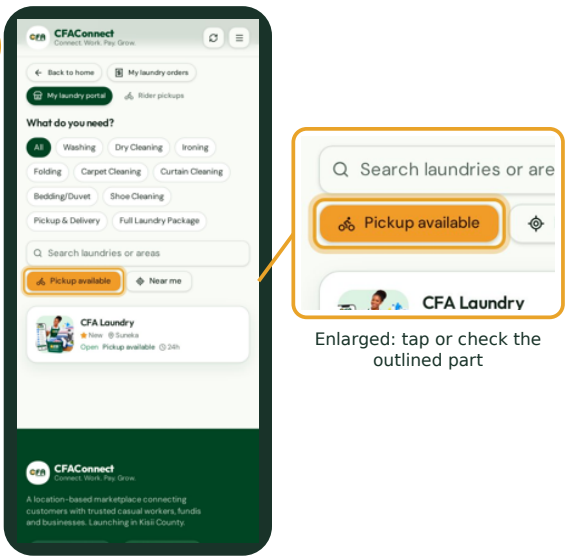
1



Enlarged: tap or check the outlined part

Open Laundry and choose Washing, Dry Cleaning, Ironing, carpets, bedding, shoes or another available category.

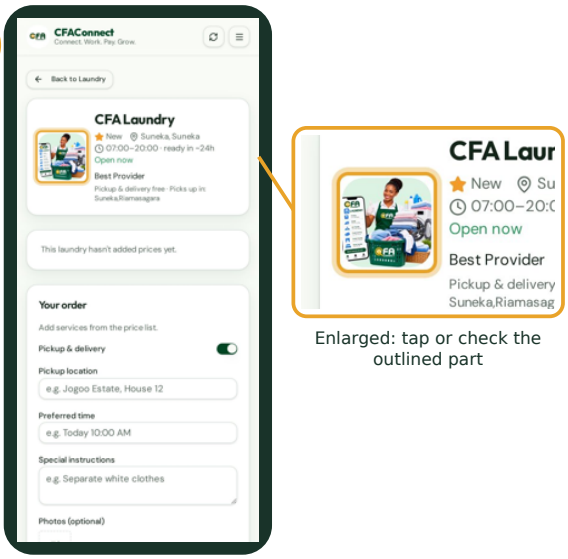
2



Enlarged: tap or check the outlined part

Use Pickup available or Near me where useful, then open an available laundry.

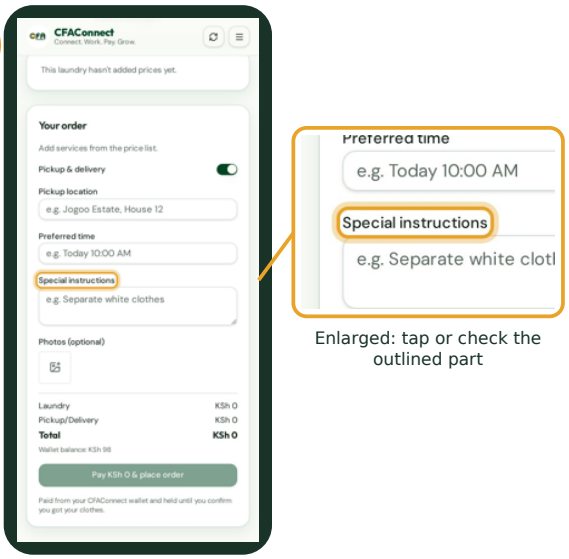
3



Enlarged: tap or check the outlined part

Review its price list, charging units, turnaround and pickup/return options.

4



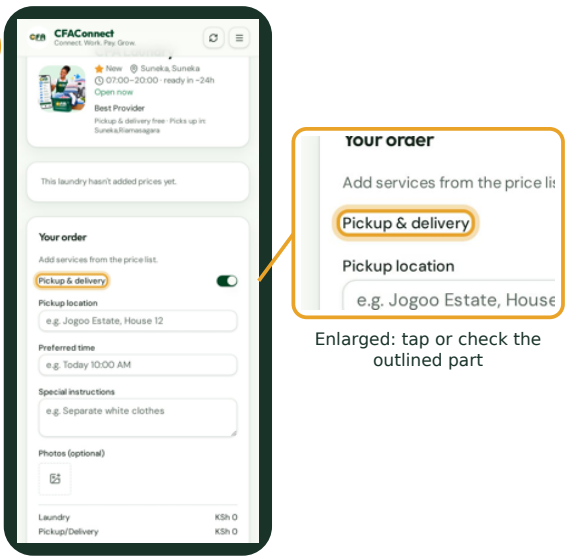
Enlarged: tap or check the outlined part

Select services and quantities. Describe special care, item counts and stains in the instructions.

Book washing, ironing or other laundry services

Open: /laundry • www.cfaconnect.co.ke

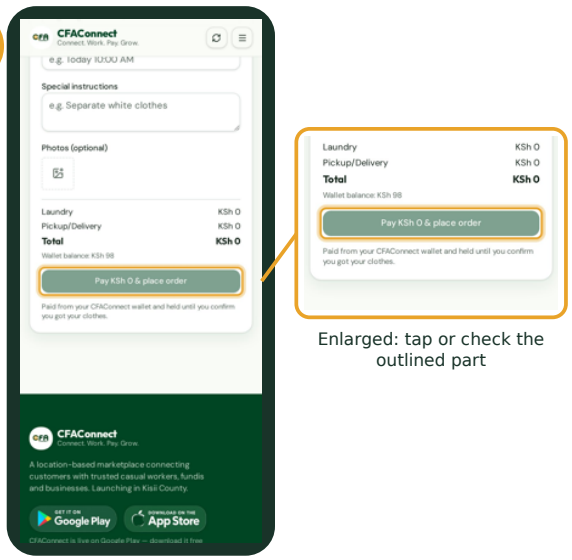
5



Enlarged: tap or check the outlined part

Choose pickup or drop-off and the requested return option; enter address and contact details.

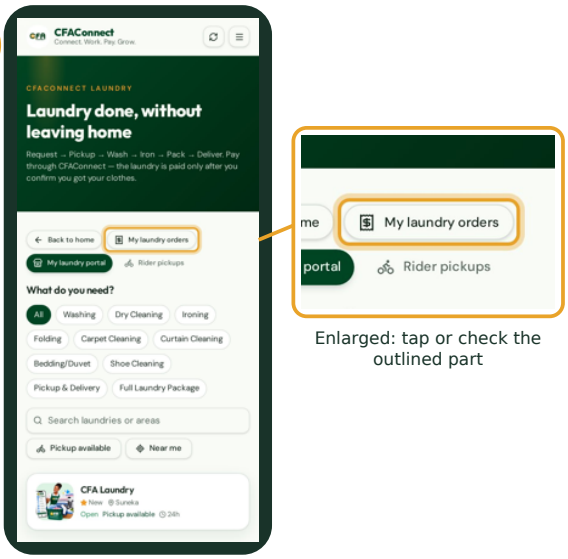
6



Enlarged: tap or check the outlined part

Review service and transport totals, then place the order and fund the wallet payment.

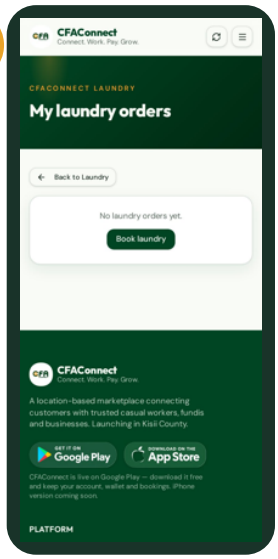
7



Enlarged: tap or check the outlined part

Open My laundry orders. Keep the pickup PIN private until the assigned collector is at your door.

8



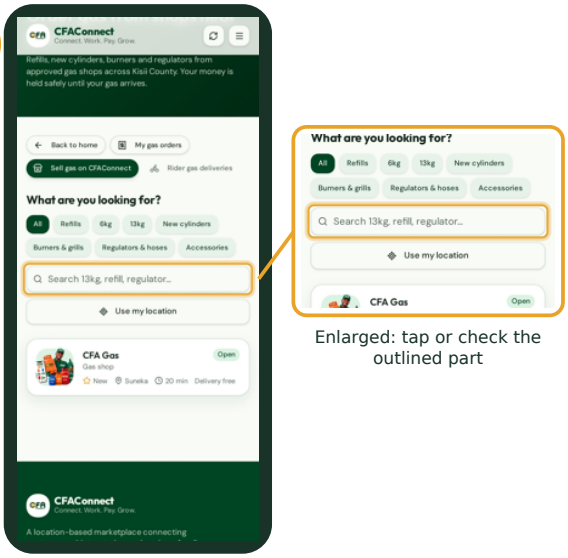
Check returned clothes and tap I received my clothes — release payment. Report missing or damaged items through the order dispute action.

Important: The pickup PIN confirms collection, not final delivery or payment release. Compare the item count before handing over and after return.

Order a gas refill, cylinder or accessory

Open: /gas • www.cfaconnect.co.ke

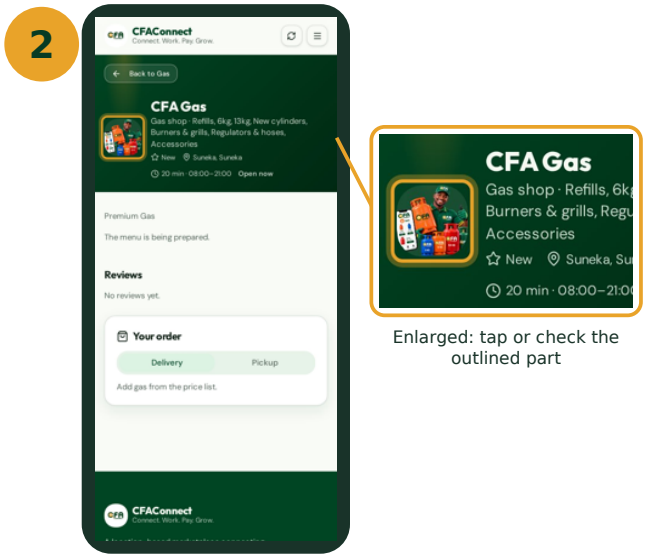
1



Enlarged: tap or check the outlined part

Open Gas and search/filter for the required brand, cylinder size or accessory.

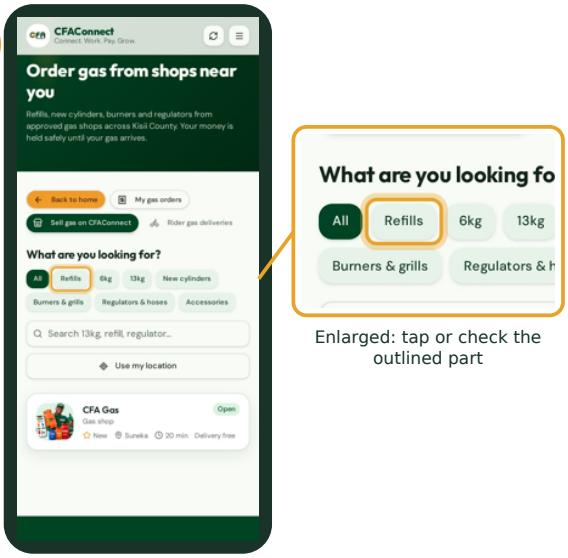
2



Enlarged: tap or check the outlined part

Open an available gas shop and check its product description and delivery options.

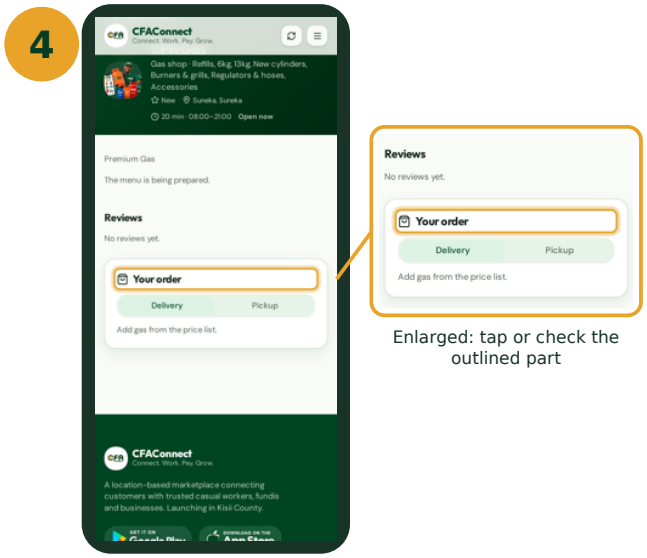
3



Enlarged: tap or check the outlined part

Choose refill, complete cylinder or accessory carefully; confirm the correct size and brand.

4



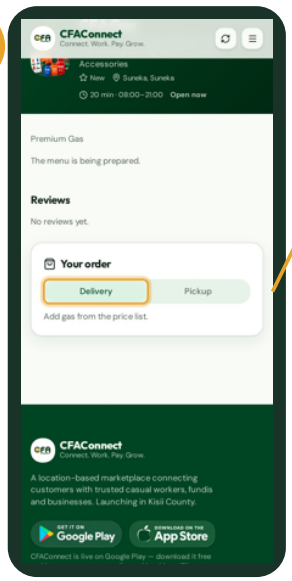
Enlarged: tap or check the outlined part

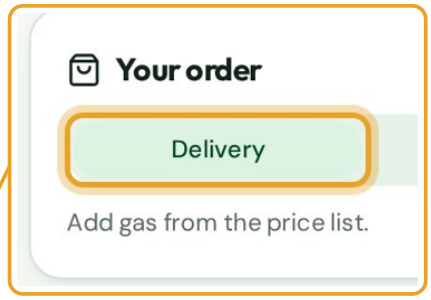
Add quantities to the cart and select pickup or delivery.

Order a gas refill, cylinder or accessory

Open: /gas • www.cfaconnect.co.ke

5



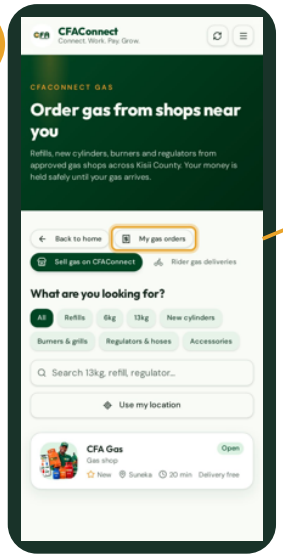


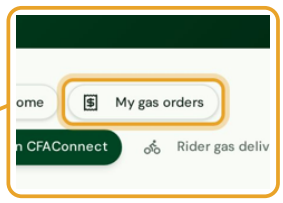
Enlarged: tap or check the outlined part

Enter the delivery location and contact, and describe an exchange cylinder if the order requires one.

6 Check product and delivery totals, then place the order using your funded wallet.

7

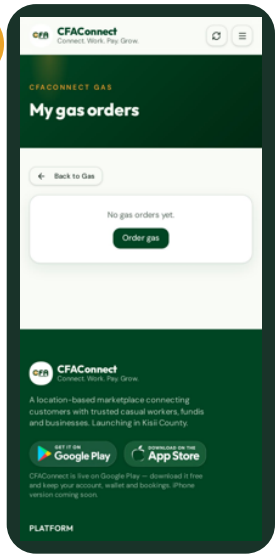




Enlarged: tap or check the outlined part

Follow My gas orders until the shop/rider records delivery.

8



Inspect the delivered product safely, then tap I received my gas — release payment. Use the dispute option for an incorrect or missing order.

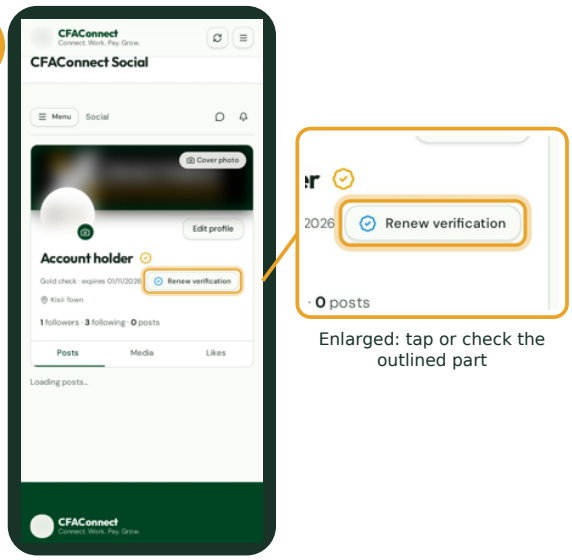
Important: Only use authorised, safe gas services. If you suspect a leak, do not ignite anything or confirm an unsafe installation; seek qualified help immediately.

Request a blue or gold verified check

Open: /social • www.cfaconnect.co.ke

1 Confirmed pay > **2** In review > **3** Admin approval > **4** Active badge

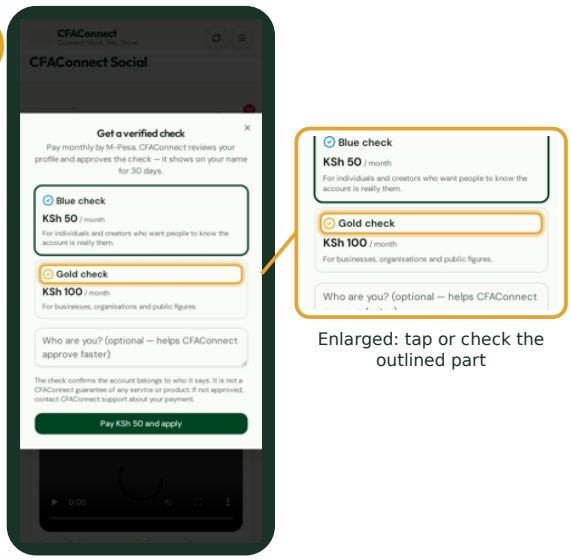
1



Enlarged: tap or check the outlined part

Open your Social profile and tap Get verified.

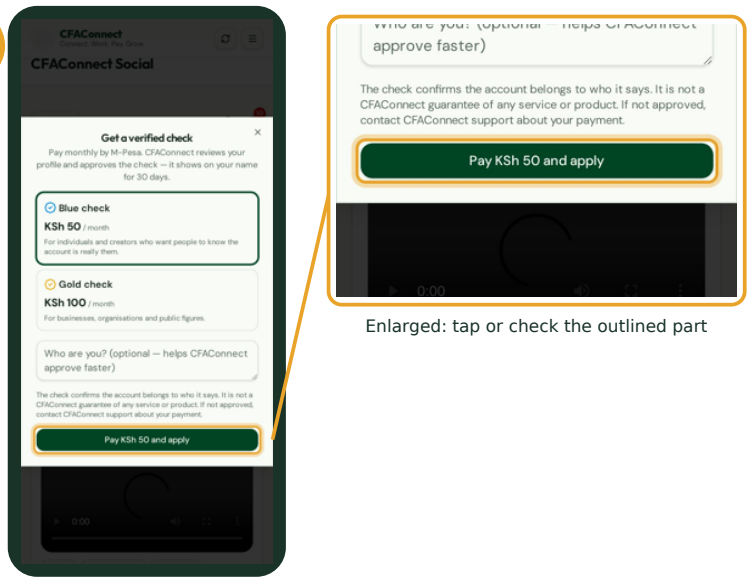
2



Enlarged: tap or check the outlined part

Choose Blue at KSh 50/month or Gold at KSh 100/month and read the terms.

3



Enlarged: tap or check the outlined part

Start the payment and respond to the genuine M-Pesa prompt.

4 Wait for a recorded, confirmed receipt. A cancelled or unpaid attempt should not enter paid review.

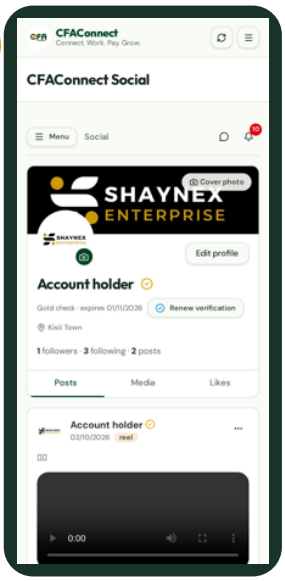
Request a blue or gold verified check

Open: /social • www.cfaconnect.co.ke

5 After confirmed payment, check In review in your profile/request state.

6 CFAConnect reviews the request; payment alone does not immediately add the badge.

7



After approval, the check appears beside your profile/posts while active.

8 Review the expiry privately on your own profile and renew when needed.

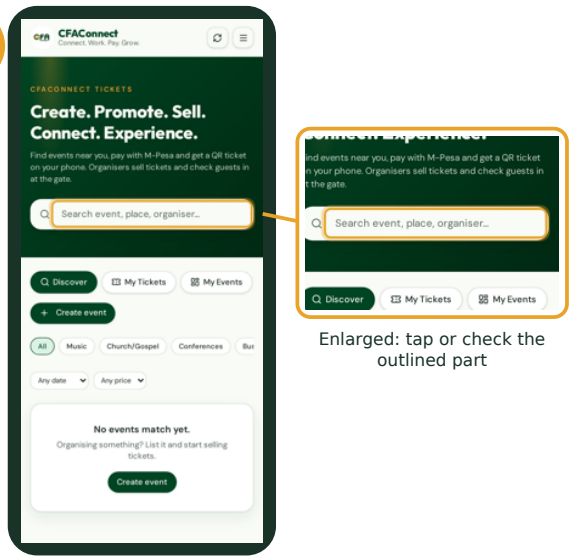
Important: Social blue/gold checks are distinct from provider competence/qualification verification. The expiry is visible to the profile owner, not as public profile text.

Discover events, pay and find your QR ticket

Open: /tickets • www.cfaconnect.co.ke

1 Choose tickets > **2** Checkout > **3** Confirmed payment > **4** My Tickets QR

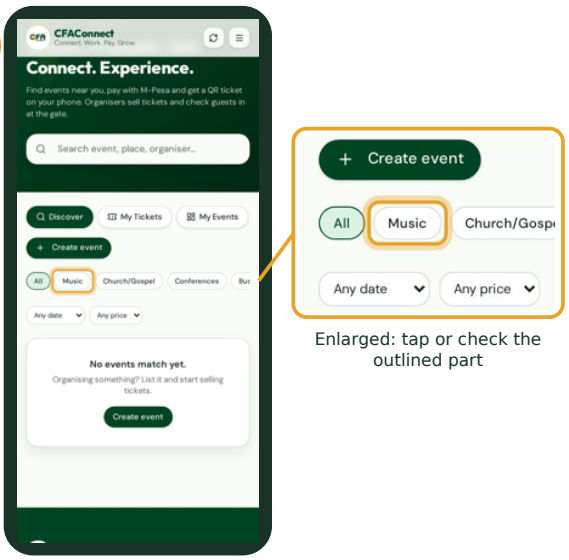
1



Enlarged: tap or check the outlined part

Open Tickets or tap Get ticket on a linked Social event post.

2



Enlarged: tap or check the outlined part

Search/filter events and open the correct event to check venue, date, organiser and refund terms.

3 Choose quantities for each ticket type and review the total and sales window.

4 Tap GET TICKETS. The current app asks you to sign in before checkout; use your existing account.

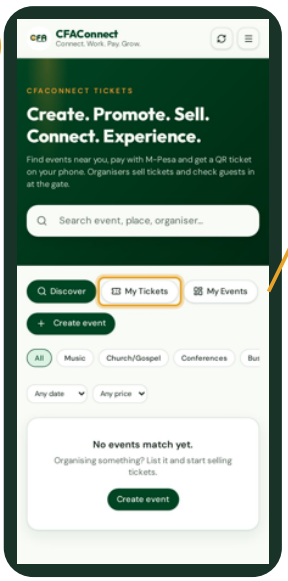
5 Check the buyer name and phone, then choose available M-Pesa or Wallet payment.

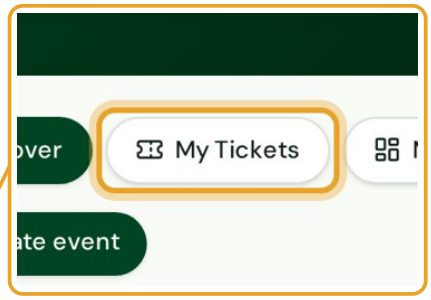
6 For M-Pesa, wait for confirmation; for Wallet, check sufficient balance. A free ticket needs no paid M-Pesa transaction.

Discover events, pay and find your QR ticket

Open: /tickets • www.cfaconnect.co.ke

7





Enlarged: tap or check the outlined part

Open My Tickets to read the ticket number, type and QR code. Paid-booking confirmation is sent to the checkout phone.

8 At the venue, show the correct QR ticket to authorised check-in staff. Keep the QR private before entry.

Important: Current checkout requires sign-in; account-free checkout is not shown in the current screen. Buyers pay the ticket price; 4% is deducted from the organiser.

Provider & business section

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

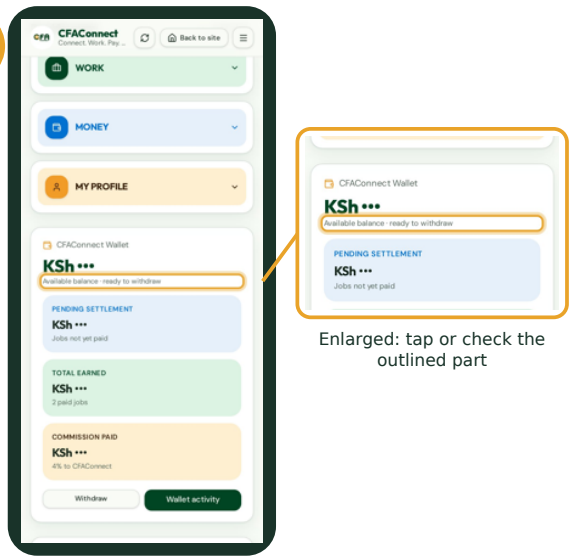
Starts on page 26

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

Withdraw earnings safely

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

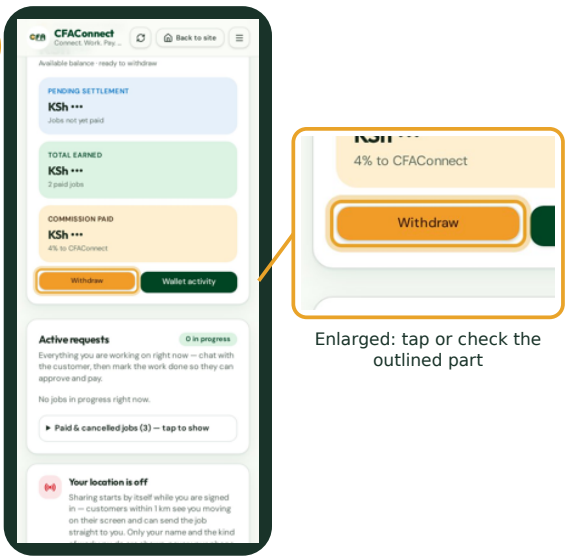
1



Enlarged: tap or check the outlined part

Open your provider/business wallet and check Available balance, not Pending settlement.

2



Enlarged: tap or check the outlined part

Tap Withdraw. The smallest withdrawal is KSh 50 and the displayed withdrawal handling fee is zero.

3 Select the available destination: M-Pesa phone, or an eligible business paybill/till option.

4 Enter the destination details and amount. For business payments, check the paybill/till and account/reference carefully.

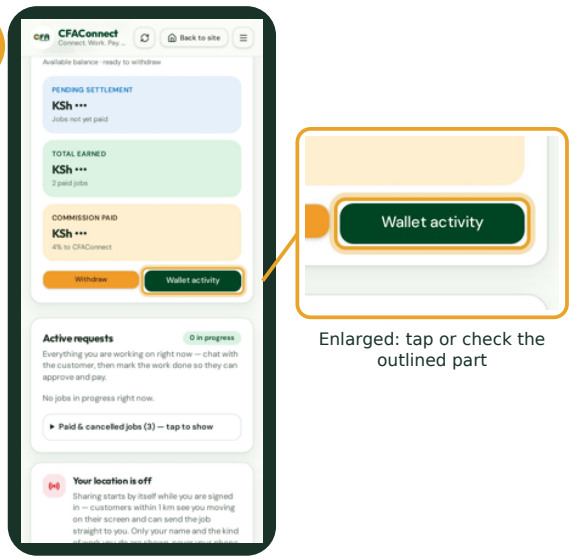
5 Read any dispute-hold or availability warning before submitting.

6 Confirm once and wait for the payout status. A requested payout is not the same as money received.

Withdraw earnings safely

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

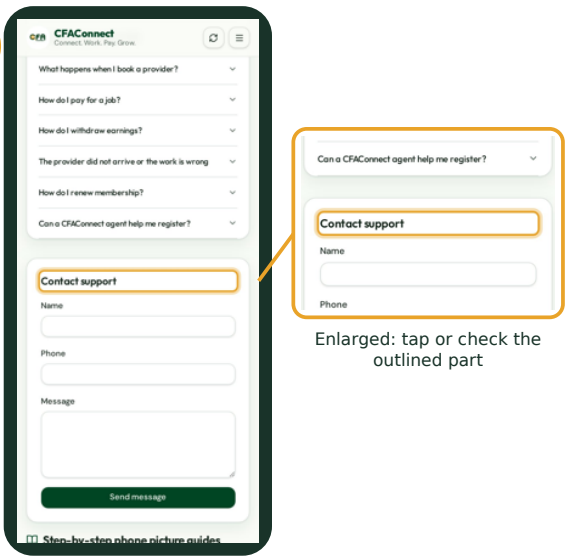
7



Enlarged: tap or check the outlined part

Check wallet activity and your M-Pesa receipt. Failed or pending payouts may need CFAConnect finance follow-up.

8



Enlarged: tap or check the outlined part

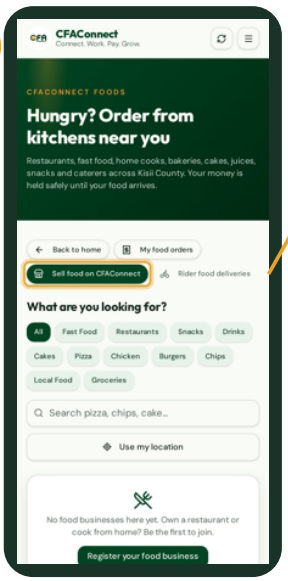
If the destination or receipt is wrong, contact support with the withdrawal reference, not your PIN.

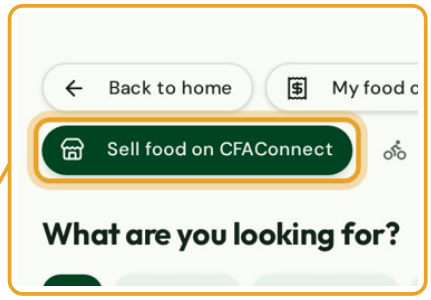
Important: Customer wallet funds are for service payments, not withdrawals. Current availability is shown in the provider/business withdrawal window; held work must settle before those earnings can be withdrawn.

Register a food business and gain approval

Open: /food/vendor • www.cfaconnect.co.ke

1





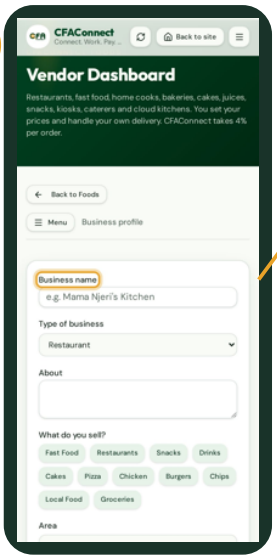
Enlarged: tap or check the outlined part

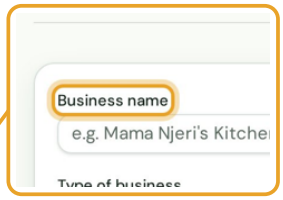
Open Sell food on CFAConnect and sign in to your account.

2 Choose a membership package from the available plans before completing business registration.

3 Complete M-Pesa payment and wait for a confirmed receipt; a cancelled/unpaid prompt is not membership.

4

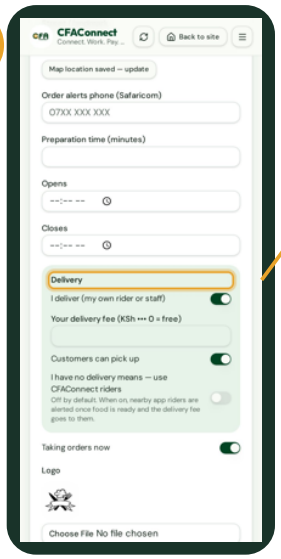


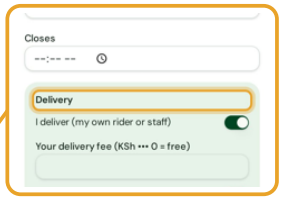


Enlarged: tap or check the outlined part

Enter the business name, business type, location, opening hours and contact details requested.

5





Enlarged: tap or check the outlined part

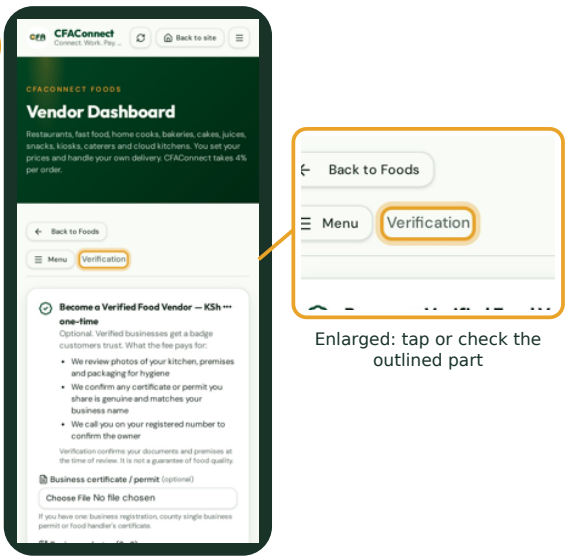
Set your Safaricom order-alert phone and delivery options. Upload the business photos/logo requested.

6 Accept the food vendor rules and submit the business for CFAConnect approval.

Register a food business and gain approval

Open: /food/vendor • www.cfaconnect.co.ke

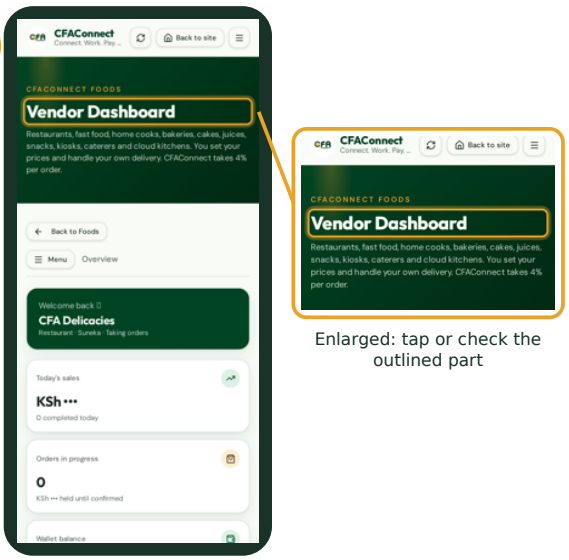
7



Enlarged: tap or check the outlined part

Wait for review; paying membership does not bypass business approval.

8



Enlarged: tap or check the outlined part

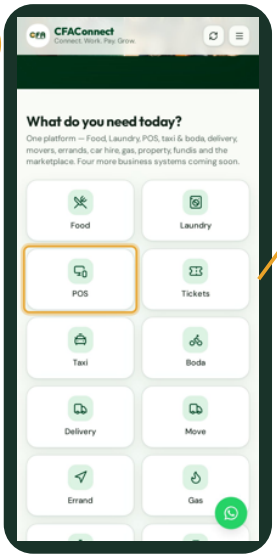
After approval, open Vendor Dashboard and add a real menu. Renew the plan before expiry to keep the business visible.

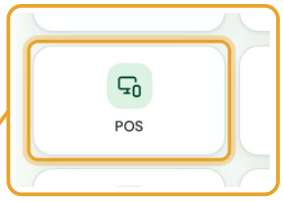
Important: Membership and optional verification are different. Verification costs KSh 150 when offered; business photos can support review and a certificate is optional.

Register a POS, pay and wait for activation

Open: /pos • www.cfaconnect.co.ke

1

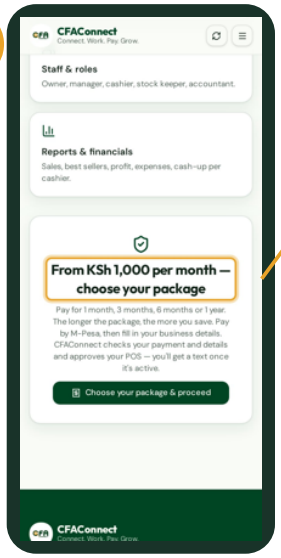


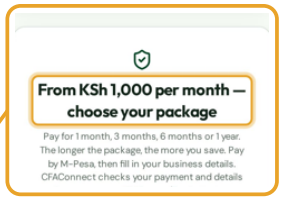


Enlarged: tap or check the outlined part

Open POS under Our Solutions and review the package choices.

2



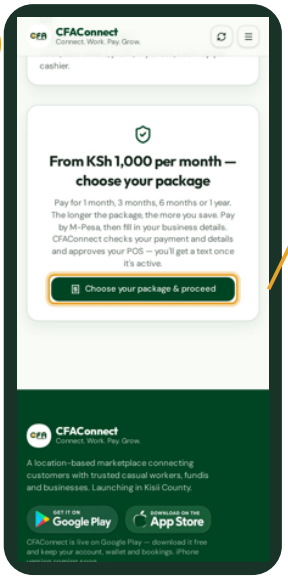


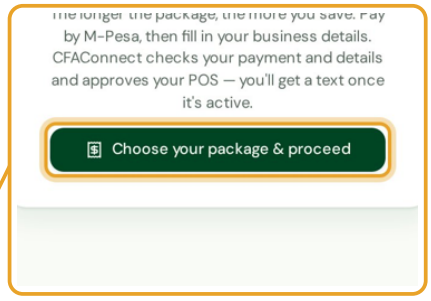
Enlarged: tap or check the outlined part

Choose 1 month KSh 1,000; 3 months KSh 2,500; 6 months KSh 5,000; or 1 year KSh 10,500.

3 Enter the requested business details and select the business type to initialise suitable categories/order types.

4





Enlarged: tap or check the outlined part

Pay through the membership payment option and keep the payment reference and confirmed receipt.

5 Submit the registration/business details in the order shown by the POS setup screen.

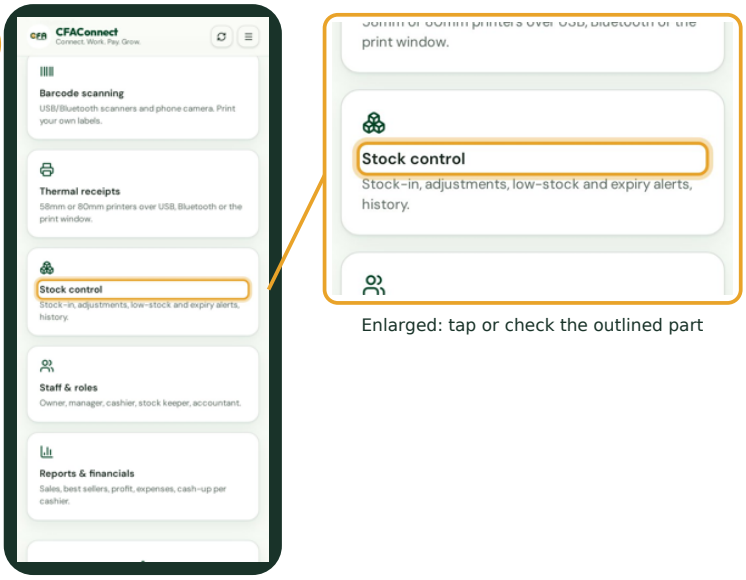
6 Wait for CFAConnect to check the actual payment and approve the POS. A sent prompt is not activation.

Register a POS, pay and wait for activation

Open: /pos • www.cfaconnect.co.ke

7 After approval, open POS App with the owner's account. Add products and initial stock before selling.

8



Enlarged: tap or check the outlined part

On a phone, use the POS Menu to select Sell, Stock, Reports, Settings or billing.

Important: POS pictures show the public setup screen. The guide does not create a test shop or fabricate sales to illustrate private screens.

Renew POS plans and track subscription history

Open: /pos/app • www.cfaconnect.co.ke

1 Choose plan > 2 Confirmed pay > 3 Admin review > 4 Check expiry

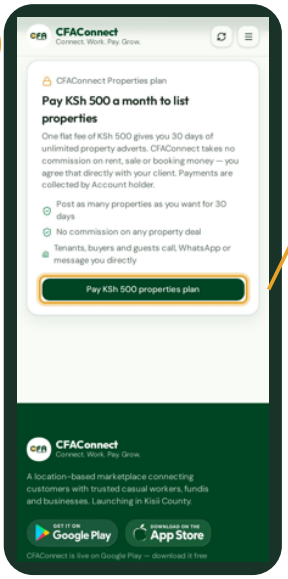
1. Open Plan & billing to check approval, expiry and days remaining.
2. Select a renewal package that suits your business.
3. Make one M-Pesa payment and wait for the confirmed reference/receipt.
4. CFAConnect reviews the payment and approves the new period; check the updated expiry.
5. Open Subscription history to see registration, renewals and payment statuses.
6. If expired or locked, renew rather than bypassing the Sell restrictions.
7. Contact CFAConnect about any approved grace period or extension; do not assume a universal automatic grace period.
8. Check HR expiry separately: the HR add-on is not included automatically in your POS package.

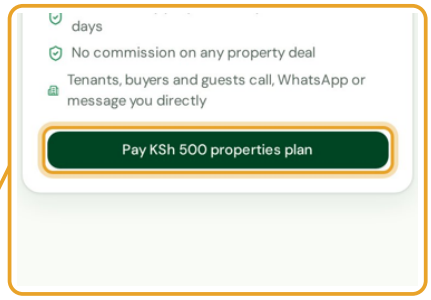
Important: Only confirmed payments count. KSh 200 for 30-day HR access is separate from POS membership.

List a property, renew and manage photos

Open: /properties/list • www.cfaconnect.co.ke

1





Enlarged: tap or check the outlined part

Open List a property and activate the KSh 500 / 30-day property plan if required.

2 Choose purpose and property type, then enter title and description.

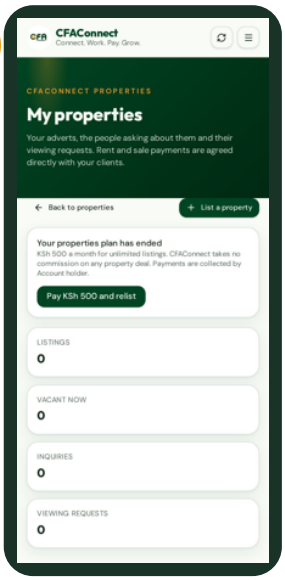
3 Enter a positive price and its unit, or leave the price blank for Price on request. Zero is not a valid property price.

4 Add area/exact location, bedrooms, bathrooms and applicable amenities.

5 Use Gallery or Camera for up to eight property photos. Remove wrong images before saving.

6 Publish and check your live property and any linked Social post.

7



Open My properties to Edit details and add/delete photos, or Hide/Delete the listing when no longer available.

List a property, renew and manage photos

Open: /properties/list • www.cfaconnect.co.ke

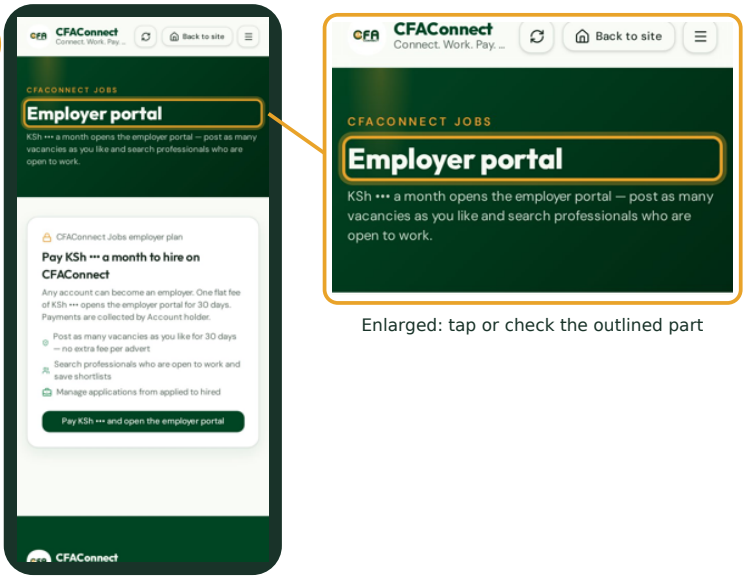
8 Renew the flat plan before expiry; the active plan allows unlimited property listings without per-ad packages.

Important: No commission is charged on property rent, sale or stay money. Hiding/deleting a property does not erase related financial/history records that must be retained.

Employer profile, vacancies, candidates and pipeline

Open: /jobs/employer • www.cfaconnect.co.ke

1



Enlarged: tap or check the outlined part

Open Employer portal and complete the company profile and contact/location details.

2 Activate the KSh 500 / 30-day employer plan to publish vacancies while the plan is active.

3 Create a vacancy with title, description, requirements, opportunity kind and employment/work mode.

4 Set salary/range and closing information where appropriate, then publish and inspect the vacancy.

5 Use Find candidates to search only professionals who have allowed relevant discovery.

6 Save suitable candidates and send a legitimate invitation/message where offered; candidates decide whether to respond.

7 Open Applications to review CVs and move candidates through the available shortlist, interview and hiring stages.

8 Close filled vacancies and renew the plan as needed. Each vacancy has its own live period; do not leave filled roles misleadingly open.

Important: The active employer plan permits unlimited vacancy posting. Smart sourcing, automatic job-alert guarantees and qualification verification should not be assumed.