Management and billing · Owner mobile app or web billing workspace

Understand and pay RentPayor subscription invoices

Understand the complimentary activation month, KES 5,000 monthly fee billed in arrears, and where to view or pay RentPayor platform invoices.

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The PDF includes these steps and their available product screenshots.

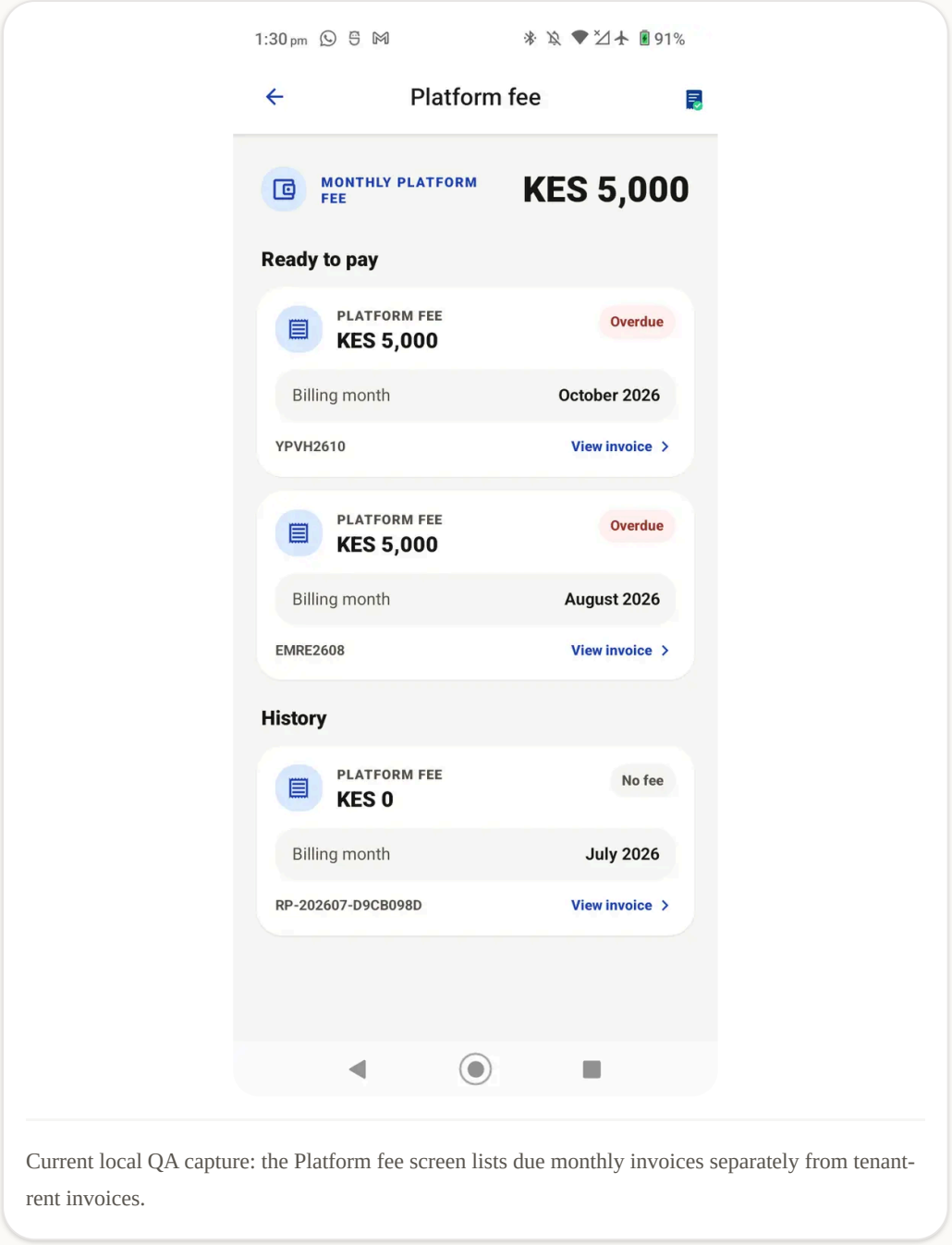
Before you begin

- An owner account with access to platform billing.
- A platform-fee invoice when a chargeable month has been completed.

Step-by-step walkthrough

1 Open the platform billing area

Open Billing from your RentPayor owner workspace and find the platform-fee summary and the list of monthly invoices. These are different from tenant rent invoices.



Current local QA capture: the Platform fee screen lists due monthly invoices separately from tenant-rent invoices.

2 Check the free activation month

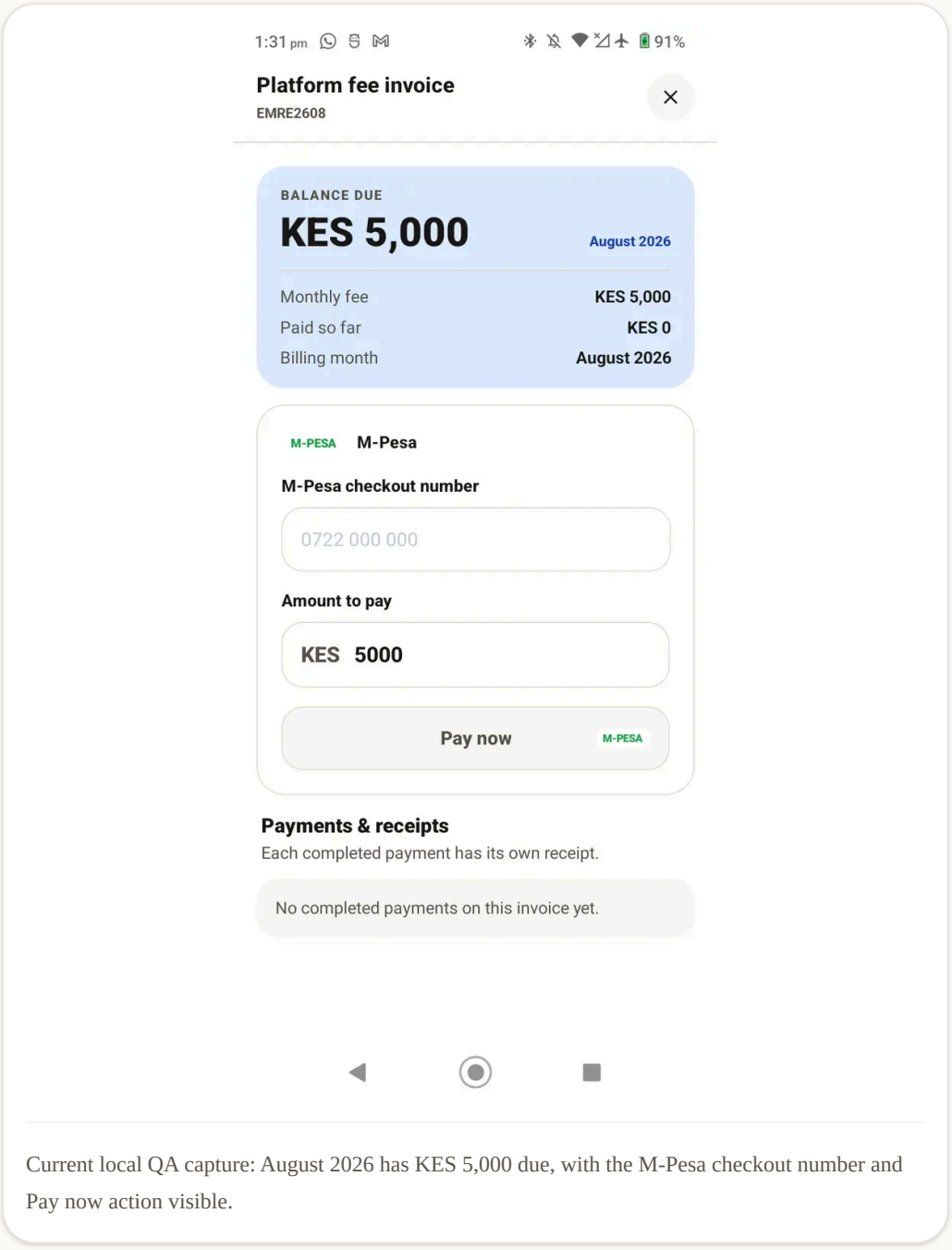
The calendar month when the organization activates is complimentary. For example, if activation occurs on October 7, October 7-31 has no standard platform charge.

3 Review the next month's invoice

Each subsequent full calendar month is KES 5,000 unless a pilot or fee override applies. The November service fee, for example, is invoiced after November ends, not in advance.

4 Pay an available platform invoice

Open an amount due, confirm the billing month and balance, then enter the M-Pesa checkout number shown by your payment process. Review the amount before selecting Pay now; a request being sent is not proof that the fee was settled.



Current local QA capture: August 2026 has KES 5,000 due, with the M-Pesa checkout number and Pay now action visible.

5 Open the payment receipt

After the provider confirms settlement, return to the invoice and open its payment receipt. The receipt is available only for a completed payment; this QA capture intentionally stops before payment and therefore does not claim a receipt.

Expected result

- You can tell whether a month is complimentary, chargeable or covered by a pilot.
- You can find the amount due and its service month.
- You understand that unpaid platform-fee invoices do not currently block normal property operations.

Important details

- The flat standard fee is KES 5,000 per month, independent of unit count; applicable payment-provider charges are separate.
- The current local QA captures use Joel Mark's test account, which has due August and October 2026 platform invoices in the connected database. No payment was initiated during capture, so no new payment or receipt was created.

Save the PDF

View RentPayor pricing →

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Product captures show representative workflows. Labels can vary between app releases.

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