



USER GUIDE

HOW TO FUND YOUR SMS WALLET AND SEND FEE REMINDERS ON SMART SCHOOLZ HUB

A Step-by-Step Guide for School Owners, Administrators, and Bursars

smartschoolzhub.com

School Operating System



About This Guide

This document contains Volume 8 of the Smart Schoolz Hub user guide series. This guide shows school owners, administrators, and bursars how to fund the SMS wallet on Smart Schoolz Hub, customize the fee reminder message, and send reminders to parents with outstanding fee balances. It also explains how to print defaulters' lists and review SMS delivery records.

What's Inside

Section	What you will learn
Part 1	SMS Wallet Essentials: pricing, the 160-character rule, sender IDs, and who can access the wallet
Part 2	Step-by-Step Funding Guide: calculating units, making payment, and submitting your credit request
Part 3	Customizing Your Fee Reminder Template: dynamic variables and the character counter
Part 4	Sending Fee Reminders to Defaulters: individual and bulk SMS reminders
Part 5	Audit History and Printable Lists: printing, CSV export, and the SMS delivery register
Checklist	Bursar's Pre-Flight Checklist to complete before sending reminders

QUICK FACTS ₦8.00 per SMS unit | 50 units (₦400) minimum purchase | 160 characters = 1 unit
Funding path: **School Fees** → **Reminders** → **SMS Wallet**

Part 1: SMS Wallet Essentials

Before you fund your wallet, take note of the following key facts about how SMS units work on Smart Schoolz Hub.

Topic	Details
Flat Pricing	₦8.00 per SMS unit. There are no monthly bundles that expire.
160-Character Rule	Standard GSM SMS messages of up to 160 characters consume exactly 1 unit.
Sender ID	Fee reminders are sent using the registered sender ID "SchoolFees".
Shared Wallet	The SMS wallet funds both fee reminders ("SchoolFees") and gate check-in/check-out alerts ("SmartAlert").



Topic	Details
Access Roles	Access to the SMS wallet is restricted to School Administrators and Bursars.

TIP Because units never expire, you can fund your wallet in advance and use the units whenever you need them.

Part 2: Step-by-Step Funding Guide

Step 1: Open Your School Workspace

1. Sign in to your school workspace using the link below:

YOUR WORKSPACE LINK smartschoolzhub.com/s/<your-school-slug>

2. Navigate to "School Fees" in the sidebar menu.

Step 2: Access the SMS Wallet

1. Click on the "Reminders" tab.
2. Locate the "SMS Wallet" card to view your current SMS unit balance.

Step 3: Calculate Your Units and Make Payment

Minimum Purchase: 50 units (₦400).

PRICING FORMULA

$$\text{Total Amount to Pay} = \text{Number of Units} \times \text{₦8.00}$$

Transfer your payment to the central funding account using the details below:

Bank	Opay
Account Number	6140496054
Account Name	Human Rejuvenation Resources
Narration / Remarks	SMS <your-school-slug>
Example	SMS grace-academy

IMPORTANT Always include the correct narration tag in your bank transfer. This enables the platform administrator to identify your payment and credit your school's SMS wallet promptly.



Step 4: Submit Your Credit Request

1. Enter the number of SMS units you wish to purchase. The minimum purchase is **50 units**.
2. Enter the **sender name** if the bank account name differs from your school's name.
3. Attach your **payment receipt** or transfer screenshot.
4. Click "**Request Units**".

Your SMS units will be credited after your payment has been confirmed.

Part 3: Customizing Your Fee Reminder Template

Step 1: Access the Reminder Centre

1. Open the "**Reminders**" tab under "**School Fees**".
2. Scroll down to the "**Reminder Centre**".

Step 2: Review or Customize Your SMS Template

The default SMS template is:

Dear parent, {student} has an outstanding fee balance of {balance} for {term}. Kindly pay promptly. - {school}

You can review or customize the template to suit your school's communication style.

Step 3: Understand the Dynamic Variables

The platform automatically replaces the variables in the template with the appropriate information.

Variable	What it is replaced with
{student}	The student's full name.
{balance}	The outstanding fee balance, e.g., NGN 45,000.
{term}	The current term, e.g., 1st Term 2026/2027.
{school}	Your school's registered name.

Step 4: Monitor the Character Count

Keep the live character counter at or below **160 characters** to ensure that each standard SMS reminder consumes only **1 unit**, costing **₦8.00**.

Step 5: Save Your Settings

Click "**Save Reminder Settings**" to save your customized SMS template.



Part 4: Sending Fee Reminders to Defaulters

Step 1: Open the Defaulters Tab

1. Navigate to "**School Fees**".
2. Switch to the "**Defaulters**" tab.
3. Filter the list by class, such as JSS 1 or Primary 5, or by arm. You can also select "**All Classes**".

The table displays students with outstanding fee balances greater than ₦0.00. The information displayed includes:

- Student Name
- Class
- Payment Status
- Total Fee
- Amount Paid
- Outstanding Balance
- Parent's Name
- Phone Number

Step 2: Send an Individual SMS Reminder

1. Locate the student's record in the defaulters' list.
2. Under the "**Actions**" column on the right, click the "**SMS**" button.
3. The platform retrieves the guardian's phone number and sends the customized SMS reminder.
4. One SMS unit is deducted from your wallet.

NOTE If the SMS delivery fails, the unit is automatically refunded to your wallet.

Step 3: Send Bulk SMS Reminders

To send reminders to multiple parents at once:

1. Filter the defaulters' list by your preferred class or group of students.
2. Click the "**Bulk Remind**" dropdown in the table toolbar.
3. Select "**SMS**" to send SMS reminders or "**Both**" to send reminders by email and SMS.
4. Confirm the prompt: "**Send SMS reminders to X defaulters?**"

The platform sends individual, personalized messages to the selected recipients, with automatic protection against duplicate reminders.

Step 4: How to Configure Automatic Fee Reminders

1. Click on **Reminders** and locate **Automatic fee reminders**.



2. Enable **Queue reminders automatically** button.
3. Select the means to send reminders: **Email**, **SMS** or **Both Email & SMS**.
4. Set the **first-reminder-after** day once invoice creation is done.
5. Set the repeat interval.
6. Edit the message template using only placeholders supported by the live platform.
7. Click **Save settings** and test the message with an authorized test account if possible.

Part 5: Audit History

SMS Delivery Audit Register

To review your SMS delivery records:

1. Open the "**Reminders**" tab.
2. Locate "**Reminder History**".
3. Review the delivery status, timestamp, and recipient phone number for every message sent.

The delivery status may show:

Status	What it means
Sent	The message was dispatched successfully.
Queued	The message is waiting to be dispatched.
Failed	The message was not delivered; the unit is refunded to your wallet.

ACCOUNTABILITY: All SMS dispatches are also recorded in your school's "Activity Log" for tracking and accountability.

FINAL REMINDER

Smart Schoolz Hub makes it easier for school owners, administrators, and bursars to monitor outstanding fees, communicate with parents, and maintain proper records of fee recovery activities.

Fund your SMS wallet, verify your records, and send personalized fee reminders with ease.



Need Help?

Need assistance? Contact your Smart Schoolz Hub support through the contacts below or visit the platform's Help Centre.

Smart Schoolz Hub

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