User Documentation: Electricity Bill Management System

This documentation offers guidance for customers on utilizing the available features.

Table Of Contents:

1. Introduction

The Electricity Bill Management System is designed to streamline and automate various aspects of managing electricity bills for consumers and administrators. This system aims to provide a robust, user-friendly platform where customers can easily handle their electricity-related tasks, such as bill payment, complaint registration, and account management, while administrators can efficiently manage customer data and system processes.

2. Customer Registration

- To register as a new customer, click on the "Customer Registration" link.

- Fill in the required fields such as Customer Id, Customer Name, Email, Mobile Number.

- Click on the "Register" button to complete the registration process.
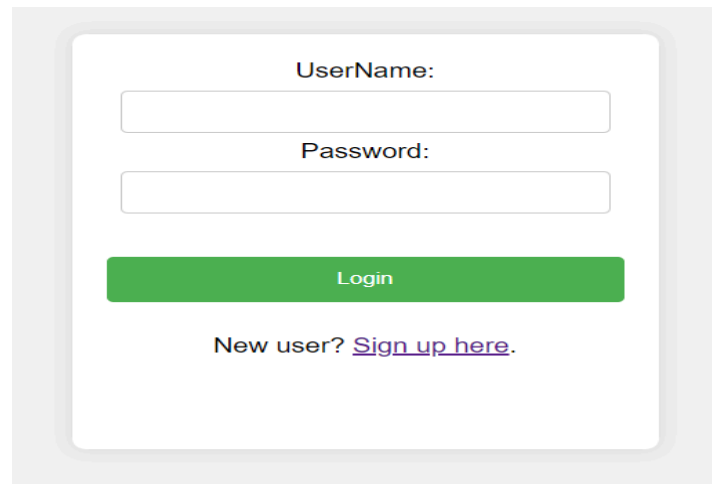
Register new Customer

Tell us more about the new customer. Alternatively, return home.

Name:

Address Line:

Date of Birth(yyyy-MM-dd):

City:

Gender:

Zipcode:

Contact:

Country:

Email:

Register

4. User Login

- Registered Customers can login using their "Username" and "Password".
- Click on the "Login" button to access your account.

UserName:
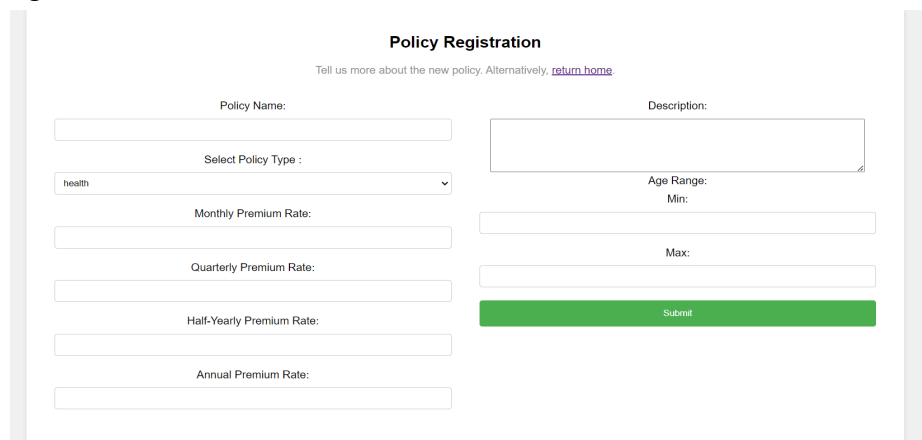
Password:

Login

New user? Sign up here.

5. View Bills

- The registered customers can view the list of bills.

Policy Registration

Tell us more about the new policy. Alternatively, return home.

Policy Name:

Description:

Select Policy Type :

health

Age Range:
Min:

Monthly Premium Rate:

Max:

Quarterly Premium Rate:

Submit

Half-Yearly Premium Rate:

Annual Premium Rate:

6. Pay Bill

- The registered customers can pay the bill from the list of bills that are pending.

Purchase Policy

Purchase a new policy for yourself. Alternatively, return home.

Policy Name:

MidLifeCrisis

Policy Term:

Monthly Premium

Purchase

7. View Bill History

- User can view the bill history where the system shows the pending and paid bills.

Search Policy

Search for policies according to the following filters. Alternatively, return home.

- Search by Policy Name
- Search by Policy Type
- Search by Monthly Premium
- Search by Quarterly Premium
- Search by Half Yearly Premium
- Search by Annual Premium
- Search by Age Limit (Upper)
- Search by Age Limit (Lower)

Search:

Search

8. Register Complaint

- An user can register their complaint in the system by providing details like complaint type, category and consumer Id.

Search Customer

Search for customers according to the following filters. Alternatively, return home.

Search Name: ☐

[   ]

[OR   ▾]

Search City: ☐

[   ]

[OR   ▾]

Age Range: ☐

[Min   ]

[Max   ]

[Search   ]

9. Search Complaint

- An user can search complaint by providing complaint id.

Search Policy by Description

Must Contain:

[   ]

OR

Can Contain any:

[   ]

[Search   ]

10. Complaint History

- A registered user can view the history of the complaints.

Update Customer Information

Name:

Paul

Date of Birth:

06 / 02 / 2024

Gender:

Female

Contact:

80018002

Email:

paul@web.com

Address:

Singapore

City:

Singapore City

Zip Code:

20092008

Country:

Singapore

Update

11. Customer Details Update

- A registered user can view the history of the complaints.

Update Customer Information

Name:

Paul

Date of Birth:

06 / 02 / 2024

Gender:

Female

Contact:

80018002

Email:

paul@web.com

Address:

Singapore
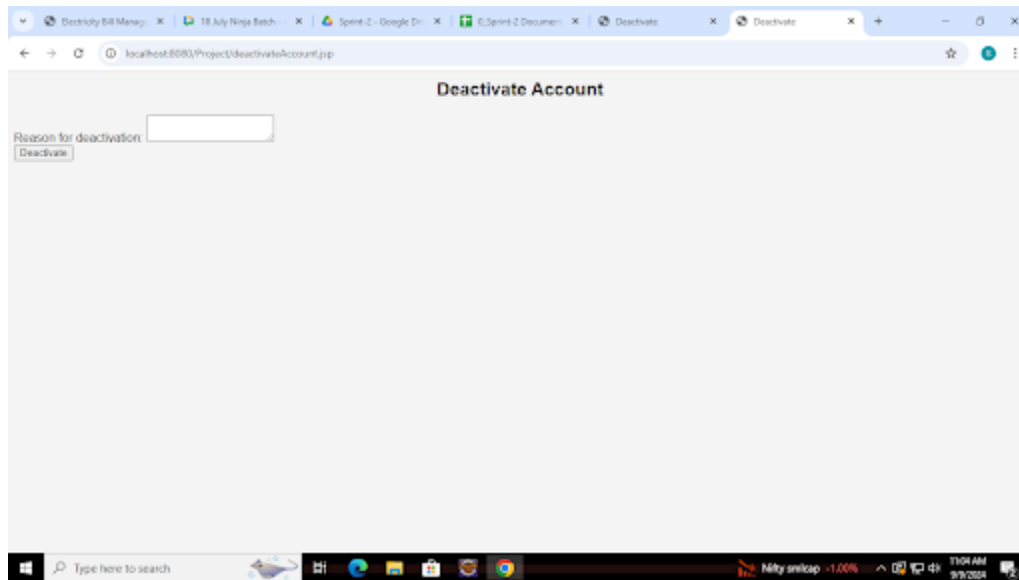
City:

Singapore City

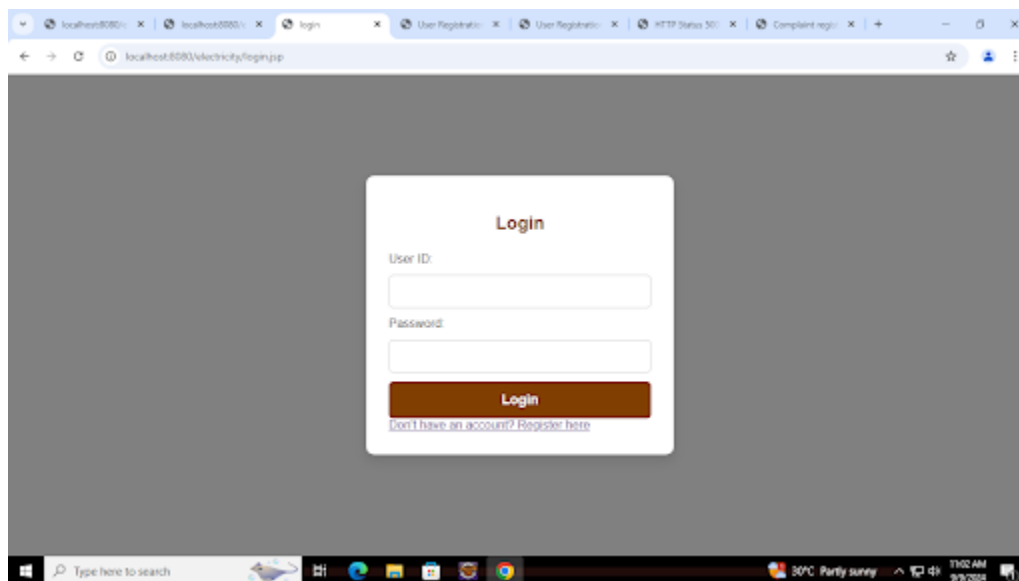Zip Code:

20092008

Country:

Singapore

Update

12. Soft Delete Customer Account

- A customer can deactivate their account without permanently deleting their information.

13. Restore Customer Account

- A customer can restore their previously deleted account .

Thank you for choosing this system!