

e-JOBURG CITY SMART

News & updates on e-Joburg.org.za



SAY HELLO TO WHATSAPP JOBURG!

Zenzele it is all about doing it yourself, and now you can through WhatsApp. With e-Joburg we continue to bring you, the Joburg ratepayer the convenience of electronic services. We now present to you, the easy to use WhatsApp platform, where you can view and pay your municipal account from your mobile phone. Giving you the ease in managing your municipal account seamlessly. All you need to do is to click on the WhatsApp link which takes you to a secure portal, where you select the account you wish to pay.

We have made every effort to ensure that your personal and business information is protected by using the highest forms of security available today. Coming soon on this platform is the ability to capture your meter readings. Register on e-Joburg today and enjoy the full benefits of managing your municipal account from wherever you are - at anytime.

***Start enjoying the full benefits of
City Smart.
Register on e-Joburg today!***



a world class African city



www.e-joburg.org.za





THERE'S NO STOPPING US FROM GIVING YOU VALUE

e-Joburg gets real!

e-Joburg offers the capability to lodge a query that will be routed to an agent for either web query response or service resolution. Users must be registered on e-Joburg to use this service as all contacts are linked to a municipal account for better tracking and management.

This exciting platform is an initiative from the City to make your life easier by providing online access to a range of services for both the individual and business in Johannesburg.

Some of the benefits of e-Joburg include the following:

- It's convenient.
- It reduces costs.
- Payment is made directly to the City.
- You receive immediate payment confirmation from your City.
- It helps us reconcile your account.
- History and proof of payment is retained.
- It is safe and secure.

Our secure and proven payment mechanism saves money, removes the middlemen, ensures accounts are correctly reconciled and eradicates the risk of delayed or lost payments. It's better for you and for us. Switch to e-Joburg payments and we all benefit.

No more manual input, middlemen or human errors in capturing references! Importantly, no more service terminations due to delayed payment notifications or erroneous referencing. In the unlikely event of a query, our integrated management tools allow for both you and the Municipality to view the same information for speedier resolution. Human error and payment delays are two of the most common reasons for erroneous termination of services - e-Joburg removes these risks, that is City Smart!

The City continues to work on further enhancements and services. Payment arrangements is on its way. Electronic forms for services, automation of these service applications and improved query management are all on our agenda.

Reliable, guaranteed
delivery of all
statements with
notification and
reminders.