Research:

The manual billing system is time consuming. It takes time to compute the bill of customers in the existing system due to the manual process being used.

Human error due to miscalculations. These can occur as a result human error such as error of omission and wrong calculation. it is difficult to easily manage and update billing information. if there is need to correct a billing record or make changes, it will be difficult to instantly find and update the bill record of the particular customer.