



Customer Billing Management System

User Manual

Computer Solutions

8/1/2017

Table of Contents

Disclaimer	6
Copyright	6
INTRODUCTION	7
Welcome to CBMS	7
System Configuration	7
User Access Levels	8
System Requirements.....	8
About this User Guide.....	8
Launching the Application.....	9
About CBMS.....	9
Overview	9
Main Menu	12
CBMS Main Menu.....	15
Entering Information.....	15
Data Entry Field and Grid.....	15
Buttons	16
List box	17
Grids.....	17
Option fields and check boxes	18
Menus.....	18
Notational Conventions – System User Interface	19
Getting Started	20
Installation of CBMS	20
Network Installation.....	21
IIS Deployment	21
Deploying ASP.NET Web Applications.....	21
Running CBMS.....	24
The CBMS Login Screen	25
Procedure	25
The Main Menu.....	26
Navigation.....	27
Appointments	27

SETUP UTILITIES.....	28
Area:.....	29
ii. Contains:.....	31
iii. EqualTo:	31
Station	31
Location, Routes and Cycles.....	33
Location:	33
Routes:	33
Customer groups	34
Account Status	35
Cash Transaction.....	36
Departments	37
Tariffs.....	38
Tariff Table	38
Tariff Bands	43
Tariff Table Govt	47
USER MANAGEMENT.....	48
User Management Screen	49
Add User	49
Search/Filter a user:	52
Manage User	53
Edit User information:	54
Reset Password	54
Add User Role.....	55
NEW SERVICE.....	57
Load Estimate Setup.....	57
Labour Setup	58
Material Setup	58
Connection Purpose Setup	59
Customer Applications.....	60
New Account.....	62
Edit	64
Service Applications	64
Add Estimates	65
Material Estimates.....	68
Labour Estimates.....	69
Labour Charge.....	70
Review	71

Service Connection Review	72
Approval for Service Connection	73
Area Manager Approval:	75
Approved Service Connections.....	75
Payment for Service:	77
Print Receipt:.....	79
Request Reversal.....	80
Report Generation	81
METER MANAGEMENT	83
Meter Setup	83
Central Meter Store:	85
Assigning Meters to Stations	87
Meter Reassignments	90
Reassignment to stations:.....	90
Request for Meter.....	91
Meter Request Review	92
Recommend	93
Reject	94
Area Manager Approval.....	95
Approve meter:	95
Reject meter:	96
Meter Assignment to Customers.....	96
Flat Rate Option	97
FLAT RATE MANAGEMENT	98
Flat Rate Review	98
Flat Rate Approval	99
Flat Rate Customers	100
Remove from Flat Rate:	100
Meter option:.....	101
Meter Installations.....	103
CASH TRANSACTIONS	105
Online Cash Input	105
Request Reversal.....	107
Manual Cash Transactions	107
Adjustments.....	109
Receipt Books	110
Manual Receipts Batching	111
Reassign Receipt Books.....	112

Reverse Transactions	114
Supervisors Online	115
METER READINGS	116
Consumption Proof	117
Receipt Reversal	118
Cancelled Receipts	119
CUSTOMER SERVICE	120
Enquiries	120
Reading, Consumption Status Changes	120
Disconnects	120
Disconnection Steps	121
Customer Status Changes.....	123
Status Changes Approval	123
Billing Adjustment Request.....	124
Billing Adjustment Review	125
Billing Adjustment Approval.....	126
BILLING	128
Update Billing Dates	128
Initiate Meter Reading	129
Bill Posting.....	129
Billing.....	130
INTERFACES	131
To Print	132
To Generate Interface.....	133
To Generate Text File	133
REPORTING	135
How to print a report.....	138
How to Export a Report	139
Review of Reports.....	142

Disclaimer

This User Guide describes the operation of the Web version of Customer Billing Management System (CBMS) developed for NEDCO.

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INTRODUCTION

Welcome to CBMS

Congratulations! By opening this User Guide you have taken the first step in revolutionizing the management of your billing system in particular and your entire operation in general.

The CBMS is very simple but useful web-based software that improves the efficiency and profitability of the operations of NEDCO. It is developed by Computer Solutions Limited, a company dedicated to providing the ever evolving software and related service needs of its national and international clients of all sizes across industries.

The CBMS Web version replaces the Windows based Customer Billing Management System. CBMS will serve as a tool to collect, organize, regulate and access the energy usage of customers. The system works on a client/server environment and updates on a real-time basis through a Local Area Network (LAN), eliminates the need for repetitive data entry.

When transaction is entered and appropriate instructions issued all related databases are immediately updated and the information remains for future reference and use. The CBMS is therefore very useful in supporting the energy billing and management processes of NEDCO.

You will enjoy your convenience in using this web version of CBMS to register customers, bill customers, manage meters, offer better customer services, organize and process transactions, handle reporting system and perform many other essential business activities.

We are confident that CBMS web will be a profitable addition to your establishment.

System Configuration

Each User will connect to the system through their own computer which runs Windows Operating System. The computers will serve as workstations connected on VRA/NEDCO Virtual Private Networks (VPN). The workstations will connect to the application server and a central database running Windows and SQL Server database 2012.

User Access Levels

There are two different types of users in the system. Admin Users are CBMS users from other departments who will use the system. CBMS users refer to employees who have permission to enter, and or view customer records. The Admin Users are still CBMS users, but are part of the administration of CBMS.

System Requirements

To use the program, CBMS Software requires the following minimum hardware and operating system:

- PC or computer running Windows 2007 or later,
- Office 2007 or later
- Minimum of 2015 versions of Microsoft Explorer, Mozilla Firefox, Google Chrome,
- Minimum 2GB Ram for workstations
- Minimum of 4GB Ram for Server
- Hard Disk with available space for program files (about 40GB) plus data files (varies)
- CD – Rom Drive or USB
- High capacity zip drive or tape backs up system compatible with the windows operating system
- UPS protection for server and workstations
- MS SQL Server 2012

You may also use any of the following options with the CBMS Program:

- (Local Area Network- LAN) Operating system
- Full size Printer for forms and reports (inkjet or Laser)
- Receipt Printer (typically 22 to 40 column)
- Mozilla Firefox, Internet Explorer (11 and above)

About this User Guide

This User Guide is a reference tool for use in NEDCo everyday work scenarios. It is intended to help the user learn to properly utilize and better understand the CBMS program to its full potential.

The User Guide, talking on various Menu functions of the program, includes a brief overview section, which explains a module and its contents. Module screens follow this occasionally. More detail descriptions of the module features and to do list are other sections, which follow the screen.

The CBMS modules are easier to grasp by both experienced and inexperienced users. We believe that all users will find the User Guide very helpful in setting up and learning how to effectively use the CBMS program. If it is not so, please do not hesitate to let us know, we are always at your service to improve the CBMS and its accompanying documentation.

Launching the Application

The user launches the application by opening or double clicking the browser (in this case Mozilla Firefox).

Any browser can be configured for the system.



About CBMS

Overview

CBMS has something for everyone in the organization, whether you are a cashier, customer service clerk, a systems administrator, a commercial manager, an engineer or an executive officer. The CBMS begins with a login screen shown below. Users are setup to perform their respective roles in the system. Users then see pages based on their roles and access rights. This screen requires you to provide your identification code and your password.



CUSTOM BILLING MANAGEMENT SYSTEM

You are here: / [Sign in](#) / Your account details

YOUR ACCOUNT DETAILS

PLEASE LOGIN HERE

Remember me

CBMS Login screen

CBMS has a comprehensive password system which:

- ❖ Tracks activities and allow limited access to specified parts of the Program.
- ❖ Limit access to authorized persons only
- ❖ Allows simultaneous access by more than one person in the same company on a network.

Access to the system is granted through Username and Password. Each owner of a user id and corresponding password is called '*a user*'. You can create as many users as possible. Each user has access profile and can work simultaneously with other users.

To prevent unauthorized access to a user's profile and prevent anyone else (Others) from accessing information from the system, the system requires users to change their password on regular basis. The Administrator sets the number of days or time span for passwords and initially assigns each user a temporary password, which the user changes later. Each password should be kept confidential, known to the respective user only. The Systems Administrator would not have access to a user's password. To proceed passed the log in screen; you must enter a valid clerk/staff number and corresponding password. In NEDCo, the convention is to use the staff number as the user id and then use a personal password. The User's employee name however is displayed to identify the user.

You are here: / [Sign in](#) / Your account details

YOUR ACCOUNT DETAILS

Login failed. Please check your user name and password and try again.

PLEASE LOGIN HERE

admin

.....

Login

Remember me

If the login is successful, the User is welcome to the screen below. This screen shows the Name of the Software; Customer Billing Management System (CBMS). The time on the right top corner of the screen it the time from the Server. The Username is displayed as below. This is the name with which the User was set

up. The User can click on [\[LOG OUT\]](#)

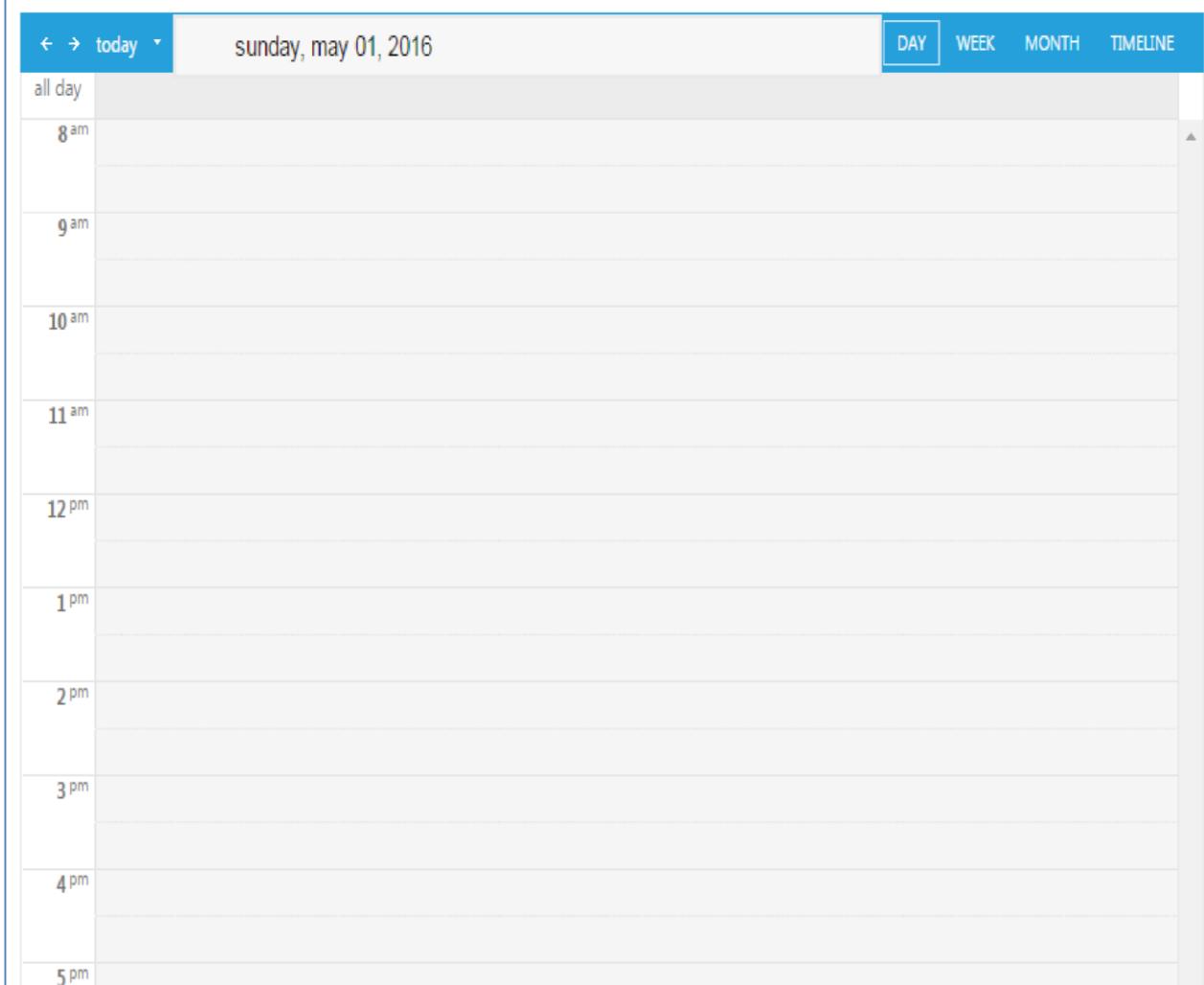
This enables the User to log out of the system.

The system provides Users with the opportunity to schedule their appointments for each Day, Week, Month and Timeline

The user can click on ‘Show 24 hours’ or ‘Show business hours’. The ‘Show 24 hours’ enables the User to schedule 12am to 11pm. The ‘Show business hours’ enables the Users to schedule their working day (i.e. 8am – 5pm).

1

Appointments



Main Menu

CBMS is comprised of several modules, which have been grouped under Menus composed of Setup Utilities, Tariffs, User Management, Customer Services, new Service, Meter Management, Cash Transactions, Meter Readings and Billing. Each menu holds a number of modules under it. Each CBMS operation is performed within one or more of these modules.

Each CBMS module is actually a separate program serving a specific purpose; however they are also somewhat dependent on one another. The modules are linked together in ‘real-time’ meaning that data entered in one module is immediately available to all other modules, which have similar fields. Below is the CBMS Main Menu Screen showing the modules under ‘Navigation’. Each module contains submodules.



CUSTOMER BILLING MANAGEMENT SYSTEM

Welcome! Felix [Log Out]

NAVIGATION



Appointments

- Home
- Setup Utilities
- Tariffs
- My Account
- User Management
- Customer Processing
- New Service
- Meter Management
- Flat Rate Management
- Cash Transactions
- Meter Readings

today monday, november 20, 2017 DAY WEEK MONTH TIMELINE

all day

8 am

9 am

10 am

11 am

12 pm

1 pm

2 pm

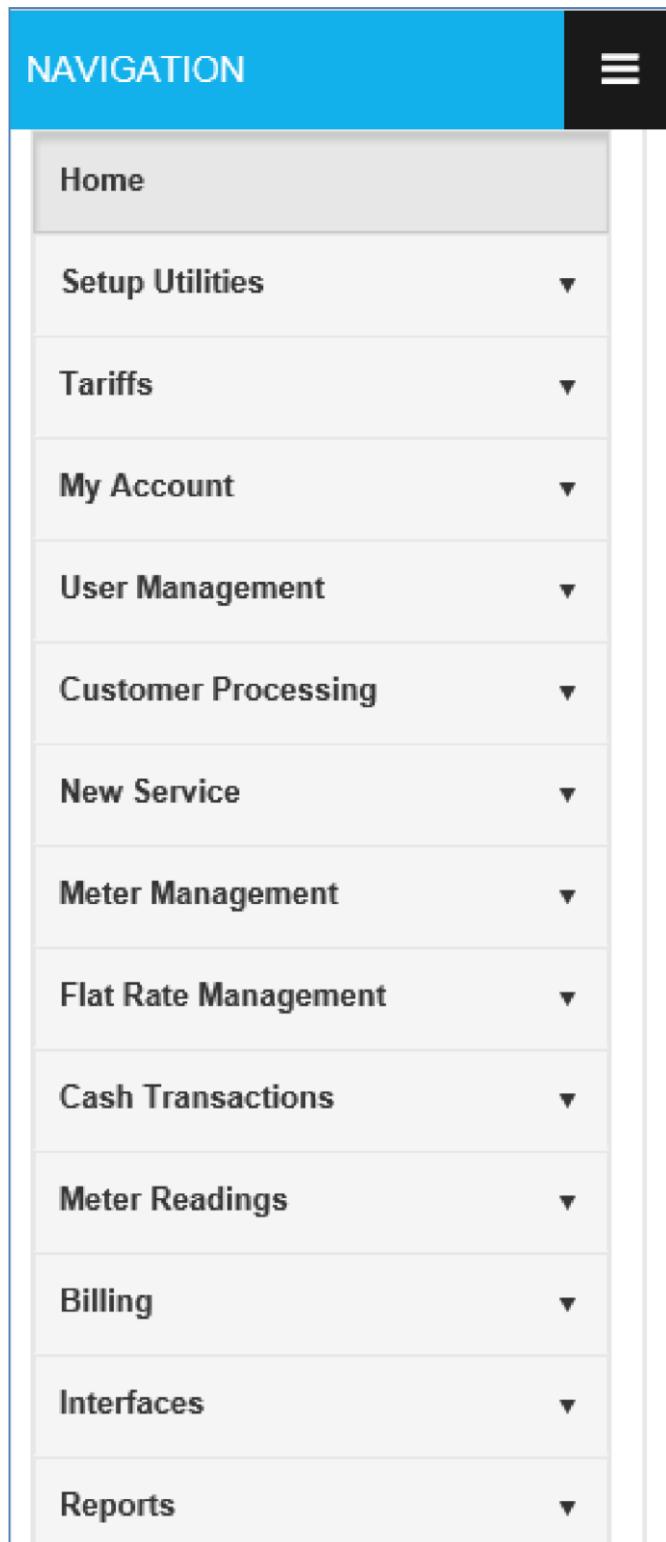
3 pm

4 pm

- Billing
- Interfaces
- Reports

5 pm

Show 24 hours..



From the CBMS main menu, a user selects a module to work in, or exit the program.

CBMS Main Menu

The CBMS modules operate with the same general ‘look and feel’: The screen layout includes a unique menu bar (across the top of the screen) followed by folders and a message bar sometimes (across the bottom of the screen).

The menu bar consists of the options and functions that are available in each particular module. The message bar includes brief reminders regarding special keys and operations.

Therefore once you’ve learned how to operate one module, the others will be even easier to use. The following are the main modules screen with a brief description of their respective functions:

Entering Information

This section describes the procedures that are used to transfer data and commands to the CBMS. The system requires the user to complete a dialog box that is unique to each program function. The dialog boxes contain data entry fields, lists, buttons and option fields, which accept information from the user. Most of the transactions are shown in a grid beneath the data entry form.

Data Entry Field and Grid

Data Entry fields are areas on the screen where text and numerical data is entered. Most data entry fields have their inside coloured white, and are accompanied by a label fields displayed at the left hand side. These label fields request from the user the kind of data they will accept.

As shown below the user enters the Area Id and Area Name and click on ‘Save’. The grid below is populated. ‘Entry By’ and ‘Entry Date’ are picked from the system when the Username and the Datetime of the transaction are recorded.

The grid presents the option for the User to update or delete any existing records.

The screenshot shows a software interface with a navigation menu on the left and a main content area. The navigation menu includes options like Home, Setup Utilities, Area, Cycle, Station, Route, Cash Transaction Type, Employees, Ranks, Departments, and Tariffs. The 'Tariffs' option is currently selected and highlighted in blue. The main content area has a title 'Add Area' and two input fields: 'Area ID' and 'Area Name'. Below these is a 'Save' button. To the right of the input fields is a data grid table with columns: Area Id, Area Name, Entry By, and Entry Date. The table contains six rows of data, each with edit (pencil) and delete (red X) icons in the first column.

	Area Id	Area Name	Entry By	Entry Date
	7	Area3	111111	09/02/2016 21:00:34
	6	New Area	admin	31/01/2016 23:54:45
	5	Techman2222		
	4	Upper West		
	3	Upper East		
	2	area 2	admin	18/12/2015 09:24:38
	1	area1	admin	18/12/2015 09:24:29

Edit / Update a record:

Click on and updates or delete a record.

Buttons

Buttons are text icons used to instruct the program to execute simple program commands. To select a button with the enter key, the cursor must first be positioned on the button. When it is selected it is enclosed by a double lined box and highlighted, with the cursor positioned on the button. Click the mouse or press the enter key to instruct the program to execute the (desired) command designated by the button.

The following are some of the most common CBMS buttons.

OK – tells the program that all information displayed in the current dialog box is correct and to go ahead with whatever operation the dialog box prescribes.

Yes - tell the program to proceed with the operation or condition prescribed by the dialog box.

No – tells the program to proceed without performing the operation or condition prescribed by the current dialog box.

Cancel – tells the program to leave the current dialog box and cancel whatever operation it is intended to execute. X button normally located at the top right corner of a dialog box is a short cut key to the cancel button.

List box

A list box is a ‘window’ displaying various options from which a selection can be made.

It is an on-screen tool that enable the user to quickly look up and select information from available options.

The type of items displayed in list boxes varies depending on the purpose of the list box.

There are two basic types of list boxes those which are indexed (Sorted in a particular order) and those which are not indexed (Non-Sorted)

Grids

CBMS makes extensive use of a spreadsheet – like grid or data table. Information entered are captioned and displayed in these tables on the active screen. Data in the grids are usually read-only, that is you may not be able to edit data directly from the grid. Some of the grids will allow for the user to edit (update) or delete a record.

	Edit	Delete	Station Id	Station Name	Area	Credit Code	Cost Centre
			<input type="text"/>	<input type="text"/>			
		202	StationC	area 2	5555	dfjkasfk	
		201	station2	area 2	3888888	costcentre	
		111	Salaga	Northern	61616161	Salag Cost	
		110	stationB	Northern	3345566	cs	
		101	stationA	Northern	333333	costcentre	

Row

Each row of the grid as in a table represents one record. The first row always shows headings for the columns.

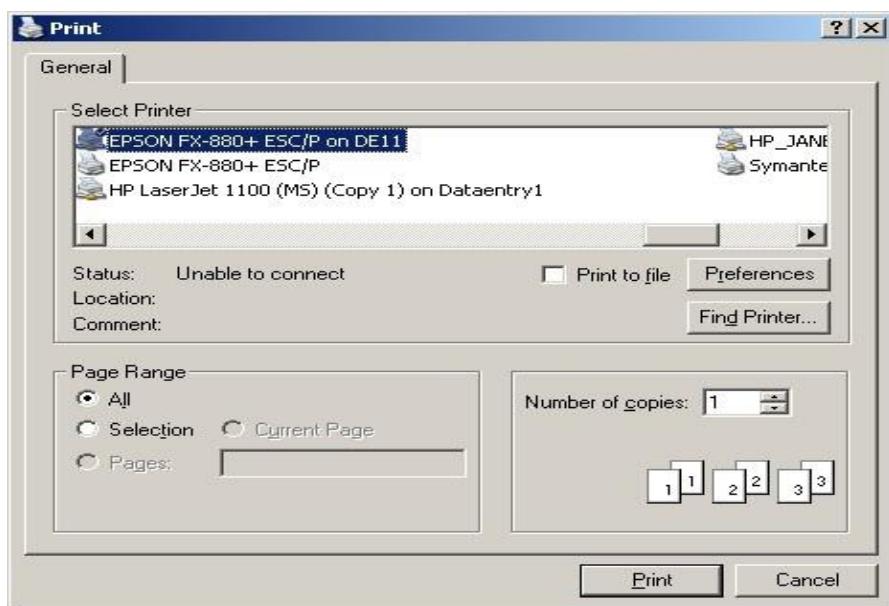
Columns

Each column in the grid is just a single field of a record.

Option fields and check boxes

Option fields and check boxes are single character fields indicated by and respectively. An option field has two settings; ON and OFF. Option fields can be turned ON / OFF, enabled or disabled by checking inside the field.

Option fields are always single character fields; however not all single character fields are option fields. For example, on the print screen shown below the single fields at the Page range area are option fields. The Square box before ‘Print to file’ label is a check box.



Menus

Menus are used to select functions, move between modules or exit the program. The menu bar, which is displayed across the top of the screen, consists of several options that are unique to each module. Check to access the menu bar. To select an option use the arrow keys to highlight the option. If an option consists of more than one function, a pull down menu will appear from which you can select a function by pressing the appropriate key to highlight and select the option.

Notational Conventions – System User Interface

In this User guide consistent typographic conventions are used to indicate instructions messages references or names. The formats used throughout this guide help you to find, recognize and interpret information easily.

Below is a general description of the common on-screen functions used in the CBMS program. Close To close or exit a form

Edit	Allows the user to review existing information and newly entered on - screen data
Ok	Usually used to affirm the acceptance of a message. Also sometimes to complete and process a dialog box entry
Clear	Remove data on – screen and prepares the text fields ready for accepting subsequent data for the user.
Refresh	Remove data on – screen and prepares the text fields ready for accepting subsequent data for the user.
Update	Process and save data on the form
Remove	Delete the data indicated
Add	Prepares the screen for a new record entry
Apply:	Accepts into the database and use appropriately whatever data the user supplied.

Display>Show: This enables the user to view detailed information on required item selected.

To display information:

- Select the appropriate record / item from the existing list.
- Click on the Display or Show button.

Add Add new record to previously existing ones.

To add new record

- Open the appropriate screen
- Click on add button
- Enter relevant data
- Click on OK of Update button

Update: This button update the systems existing information with the changes effected by the user To update the systems information:

- Access the appropriate screen and display the desired information
- Make necessary changes and updates

- Click on update button for changes to be executed

Cancel: This button rejects or denies data provided an access and entrance to the databases of the CBMS Program To ‘Cancel’ any data:

- Enter data in the entry fields or display any erroneous information
- Click on cancel button

Additional Data

Certain folder screens contain additional data to the one that is active. This additional data is well packaged in a hidden screen called ‘Additional Screen or window’. This screen can only be viewed after pressing or clicking appropriate button and it normally opens on top of the parent existing screen. In this case the then existing screen becomes dormant until the topmost screen is closed.

The ‘Cancel’ button allows the user to exit the active additional data screen.

The ‘OK’ button accepts and use any information supplied.

Getting Started

This section describes how to start the CBMS program installation on the server and get around its primary modules.

Please note that CBMS is designed to operate on any computer that meets the system requirements. Once your system is up to the requirements the application will work fine on the workstation. This is because most computers that meet the system requirements may have slight differences in the operation due to their equipment make up and versions of their windows operating systems.

Once booting is completed successfully stating the CBMS program is easy.

Read the following instructions to install the program.

Installation of CBMS

Note:

The CBMS runs on SQL Server 2012 as the back end. Installation and configuration of SQL Server 2012 is not discussed here.

Network Installation

The CBMS program is installed on a server and accessed by users at their workstations over the NEDCo/VRA network. The CBMS program can then be setup to operate on each workstation.

IIS Deployment

This topic describes the steps you must perform to deploy your ASP.NET application to a Web server.

Confirm that the .NET Framework Platform is Installed on the Web Server

The .NET Framework must be installed on the Web Server for an ASP.NET application to work. Note that you have to install the same version (or later) as the version used by your application. In this example, .NET Framework version 4.5 is used.

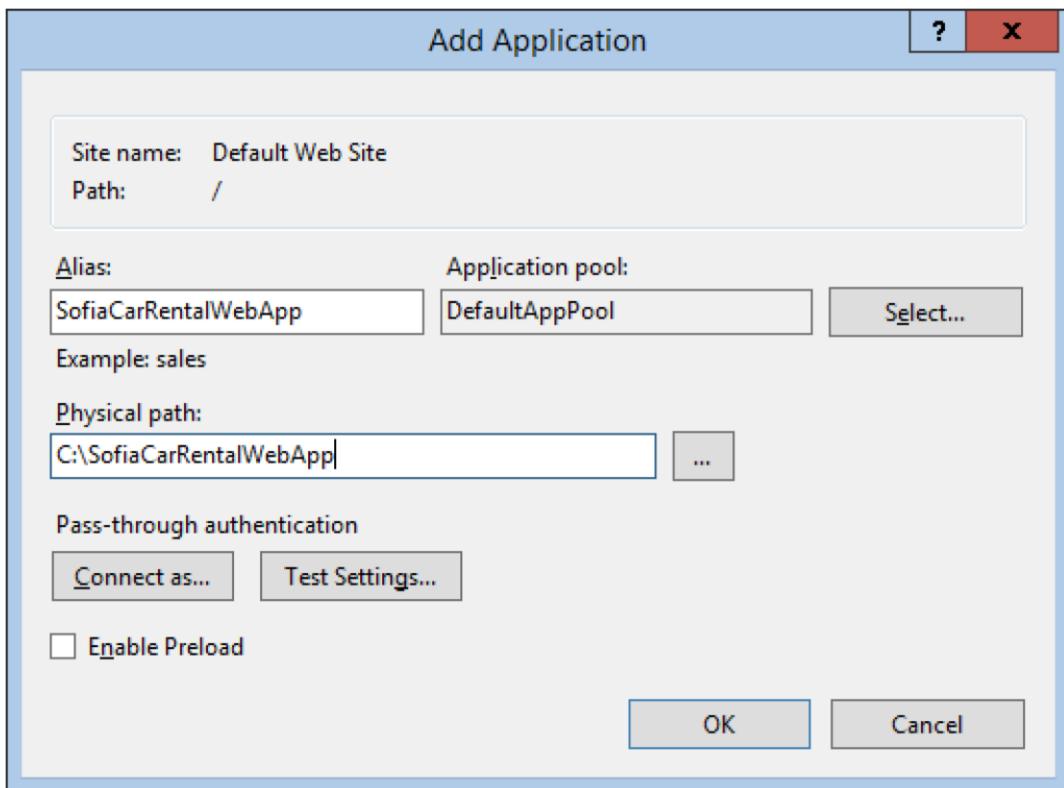
Deploying ASP.NET Web Applications

You can just deploy the runtime assemblies in the **\bin** folder of your web application. For example, in order to deploy the **CBMS** application to a web server (e.g. IIS), Copy the assemblies into the **\bin** folder:

To deploy the **CBMS** to IIS you can perform the following procedure:

1. Open the **IIS Manager**.
2. In the **Connections** pane, expand the **Sites** node.
3. Right-click the site (e.g., Default Web Site) for which you want to create the application, and click **Add Application**.
4. In the **Alias** text field, type a value for the application URL, e.g. **172.28.9.8/CBMSWeb**. This value is used to access the application in a URL. Note that the '**172.28.9.8**' is the ip address of the server and '**CBMSWeb**' is a folder on the server into which the application is deployed.
5. If you want to select a different application pool than the one listed in the Application pool box, click the **Select** button. In case of this example, the Default application pool is used.
6. In the **Physical path** text box, type the physical path of the application's folder, or click the browse button to navigate the file system to find the folder (in this case '**CBMSWeb**').

Note: The Alias 'SofiaCarRentalWebApp' should be 'CBMSWeb' or a folder created on the server into which the application will be deployed.



7. Click OK.

To test the application:

1. In the **Connections** pane, select your application.
2. Right-click it, point **Manage Application** and then **Browse**.
3. Go to <http://172.28.9.8/CBMSWed/login.aspx>.

Ensure that the Database (SQL Server 2012) is Deployed on the Web Server

The next step is to ensure that the database (e.g. CustomerBilling) is deployed on the web server. Also you may need to adjust the connection string in the configuration file to the Server name and password of the database.

Fixing Error "Cannot read configuration file due to insufficient permissions"

By default, the worker process identity (your application pool user) and/or the **IIS_IUSRS** group requires at least **Read** access to the **application directory** as well as the **web.config** file. You need to add rights for this user to the application directory:

1. In Windows Explorer, locate the application directory.

2. Right-click it and select Properties.
3. Navigate to the **Security** tab, and then click **Edit**. In the **Permissions for CBMS** dialog, click **Add**.
4. In the **Enter the object names to select** box, type **ComputerName\IIS_IUSRS**, click **Check Names**, and then click **OK**. Note "ComputerName" is a placeholder for the computer name.
5. Ensure that the Read check box is selected, and then click OK.
6. In the "**Application Folder**" **Properties** dialog box, click OK.

Test your application again. If you still experience the same "access denied" error, perform the procedure for the web.config file and try again. If the problem persists, you can run the [Process Monitor Tool](#) to trace the "Access Denied" error and see when and who is trying to access config file.

Fixing Error "Unrecognized attribute 'targetFramework'. Note that attribute names are case-sensitive."

This error typically occurs when you have an attribute of targetFramework="4.0" (or 4.5), but the **Application Pool** for your site is configured for .NET Framework Version = v2.0.XXXXX. To fix this error, you need to switch your Application Pool to .NET 4.0. Note that there is no 4.5 application pool. You can use any .NET 4.5 application in the 4.0 app pool, just ensure that .NET Framework 4.5 is installed on the server machine. If you use the default Application Pool like in this example:

1. Open the [IIS Manager](#).
2. In the **Connections** pane, select **Application Pools**.
3. Right-click **DefaultAppPool** and select **Basic Settings....**
4. In the **Edit Application Pool** dialog, select .NET Framework v4.0.XXXXX.
5. Click OK and test your application again.

Fixing Error "Cannot open database "DabaseName" requested by the login. The login failed. Login failed for user 'IIS APPPOOL\DefaultAppPool'."

If you are using "**Integrated Security=True**" in your connection string for your "LocalSqlServer" connection (the connection to the database that your authentication service is using), then it is possible to have security issues when deploying your ASP.NET application. But when you deploy the ASP.NET application to IIS, unless you set a valid windows user as the user that your Application connects as, the personated user is the Network Service. In this situation there are two possible solutions:

1. Add login for the "IIS APPPOOL\DefaultAppPool" to your server. After that give read/write permissions for "IIS APPPOOL\DefaultAppPool" to the target database. Note that "DefaultAppPool" is the Application Pool for your web application. In this example, this is the Default Application Pool.
2. Change the connection string to use SQL authentication instead of Windows authentication.

Fixing Problem with CSS/Script Redirection with HTTP 302

If the deployed ASP.NET Application cannot load css and script files, you need to exclude them from getting authenticated as follow:

1. In the IIS Manager, click on your application, then double-click the **Authentication** button.
2. Click on **Anonymous Authentication**, then click the **Edit...** link on the right side.
3. Make sure the **Application pool identity** option is selected.

Running CBMS

To run CBMS, the user clicks on the browser (Microsoft Explorer, Mozilla Firefox, Google Chrome, etc.).

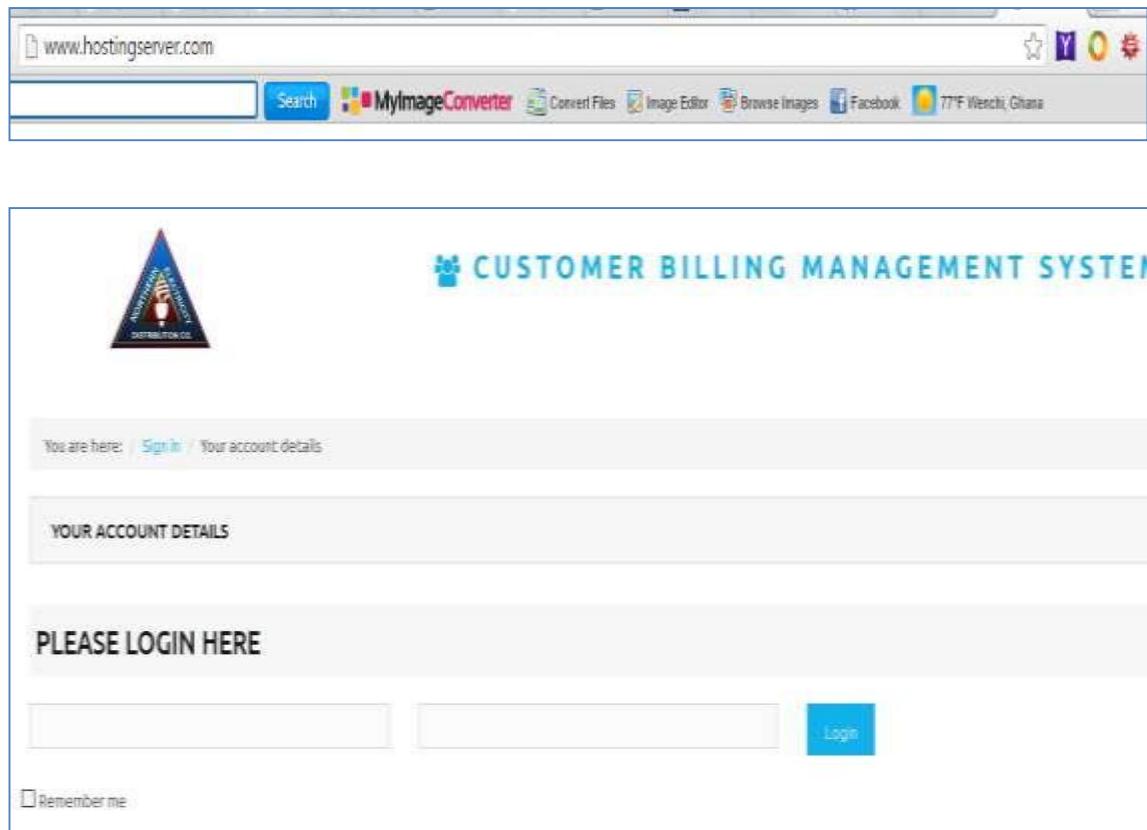


Enter url in the browser: <http://172.28.9.8/cbmsweb/>

This brings up the first screen, which requires the user to enter the Username (StaffId) and password.

This screen is the login screen as shown below (in this case Mozilla Firefox).

Enter the web address of the server on which the application is being hosted given by the System Administrator (to replace www.hostingserver.com)

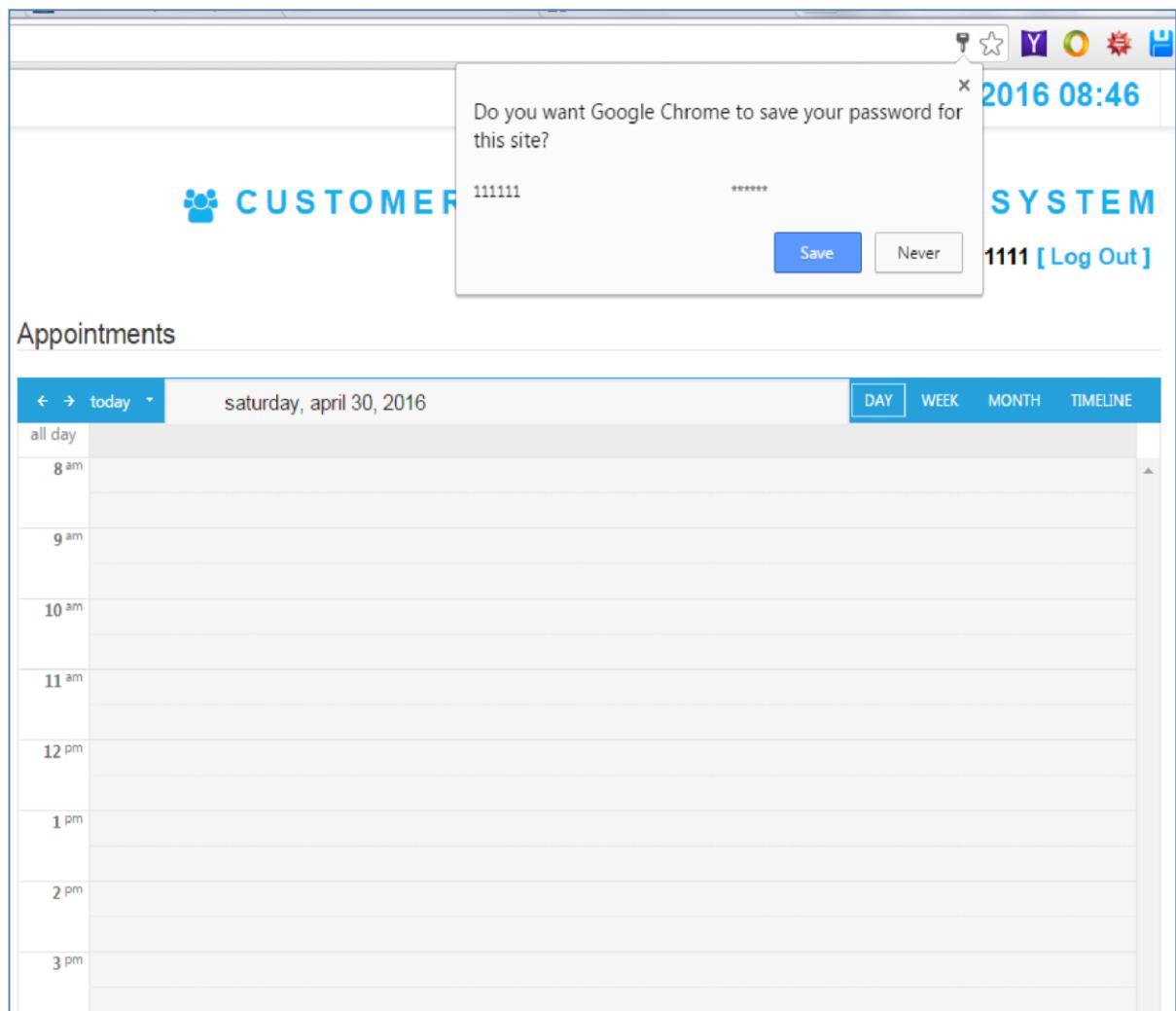


The CBMS Login Screen

Procedure

- ❖ Enter your user ID (User's StaffId)
- ❖ Enter your valid password
- ❖ Click Login button to continue, or

Successful login will cause the CBMS program to be loaded for the main menu to be displayed. Depending how the browser is configured, during program loading the screen the user is asked to allow the browser to remember password for subsequent logins. The User click 'Save' or 'Never' to accept or reject access respectively. The 'Save' option may compromise security since anyone who knows the User's staffed can as that user.



The Main Menu

The main menu holds and shows the major menus of the CBMS program. The structured menus are related modules / items which are accessible after clicking on a drop down arrow or a tree view display. The dashboard houses the time on the server from which the user is working from, navigation to the modules, appointments that the user can setup and displays the name of the user who has logged in.

The typical main menu screen is shown below:

The screenshot shows the Customer Billing Management System interface. At the top right, it displays the date "20-Nov-2017 04:14". On the left, there is a logo for "POWER & LIGHTS DISTRIBUTION CO." Below the logo is a navigation menu with the following items: Home, Setup Utilities, Tariffs, My Account, User Management, Customer Processing, New Service, Meter Management, Flat Rate Management, and Cash Transactions. The main area is titled "Appointments" and shows a calendar for Monday, November 20, 2017. The calendar grid starts at 8 AM and ends at 3 PM. The days from 8 AM to 3 PM are listed vertically on the left. The user can click on any hour to view details. At the bottom of the calendar, there is a link to "Show 24 hours..".

Navigation

The user can click on any of the modules and view details. The modules include:

Home, Setup Utilities, Tariffs, My Account, User Management, Customer Processing, New Service, Meter Management, Flat Rate Management, Cash Transactions, Meter Readings, Billing, Interfaces and Reports.

Appointments

This is an added advantage that allows the user to schedule his/her day, week or month.

Under 'Day' the user can click on 'Show 24 hours..' to display all hours of the day to enable the user set reminders or schedule the day. The user can likewise schedule the activities of a week, month or/and timeline.

The user can scroll back and forth or pick it to go to a specific date as below:

← → today ▾

SETUP UTILITIES

The System Administrator uses the System Utilities Module to setup the rates and codes of the CBMS Web program. The module enables the user to define company data, tables and descriptions to be maintained, areas and stations to be used by all other modules of the system. The menu enables the administrator to organize and setup the system to the specifications of the organization. This set up menu contains four (4) major modules through which NEDCo's system wide parameters and global factors are configured.

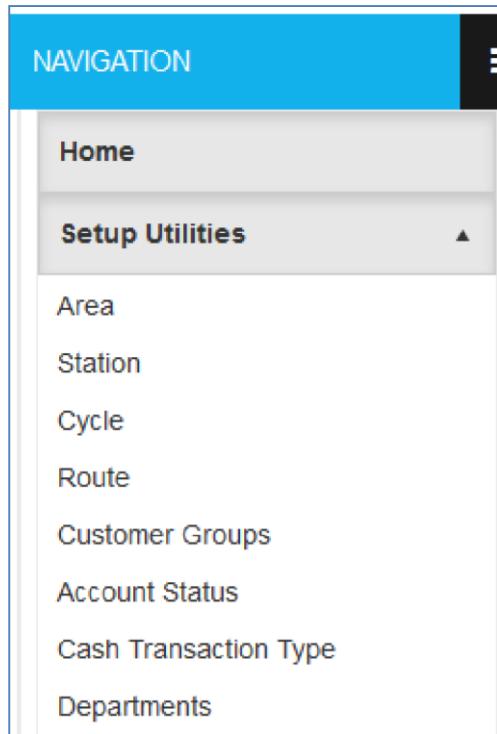
The configuration includes setting up codes, rates company's data, system date/time or billing periods as well as defining others parameters that control how the CBMS program will function for the organization. Certain data file management functions that may be used to organize and safeguard data files are also included in the set up menu.

The nine (9) modules, which make the configuration possible and to be set are, in order of importance as follow: Setup Utilities, Tariffs, User Management, New Service, Meter Management, Flat Rate Management, Cash Transactions, Meter Readings and Billing.

The data once set in these modules became available globally and may only be modified through them. This prevents inconsistency and duplication of data. Time and efforts to be spent on typing are also reduced to a minimum as the data is entered once.

To access the modules under Setup utilities menu

- Login – successful login displays the main menu
- Click on ‘Setup Utilities’ – this brings up the modules in the set up as shown below



To set up the system – configuration

Configuration of the system and the setting of the system wide parameters are done as follows:

Area:

This module contains and enables setting of area parameters. The entire NEDCo divided into five main areas: Tamale, Sunyani, Techiman, Bolgatanga, Wa. These areas have a number of stations under them.

Area represents the major branches of the operational areas of NEDCo.

The administrator can add, delete or update an area.

- To add an area:
 - Under ‘Setup Utilities’ click ‘Area’ ○ The ‘Area ID’ is system generated ○ The user just need to enter the ‘Area Name’ ○ Click ‘Save’
 - The system will present a feedback to the user (e.g. **Area Added Successfully**) on the success of the transaction as in the following screen.

Add Area

Area ID :

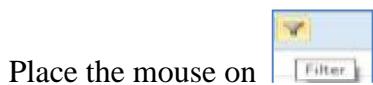
Area Name :

Save

Edit	Delete	Area Id	Area Name	Entry By	Entry Date
			<input type="text"/> 		
		7	Area 7	001	11/10/2016 21:10:04
		6	area	admin	15/03/2016 02:46:58
		2	area 2	admin	18/12/2015 09:24:38
		1	Northern	admin	18/12/2015 09:24:29

To Filter an Area:

Enter the ‘Area Name’



Place the mouse on 

The user can choose ‘NoFilter’, ‘Contains’ or ‘EqualTo’ to continue the search of interest: *i.*

NoFilter:

This option lists all available Areas in the system upon a click of ‘NoFilter’. The user enters nothing under ‘Area Name’

Edit	Delete	Area Id	Area Name	Entry By	Entry Date
			<input type="text"/> 		
		7	Area 7	001	11/10/2016 21:10:04
		6	area	admin	15/03/2016 02:46:58
		2	area 2	admin	18/12/2015 09:24:38
		1	Northern	admin	18/12/2015 09:24:29

ii. Contains:

The user might not have full information on what to look search. The output might help in decipher what is expected. For instance the user want to list the ‘Areas’ and later delve into further details. The process could be as follows:

- Enter ‘a’ under ‘AreaName’



- Click on
- Select ‘Contains’

Edit	Delete	Area Id	Area Name	Entry By	Entry Date
			a		
		7	Area 7	001	11/10/2016 21:10:04
		6	area	admin	15/03/2016 02:46:58
		2	area 2	admin	18/12/2015 09:24:38

iii. EqualTo:

Enter the ‘Area Name’ to filter e.g ‘Northern’ as follows:

Edit	Delete	Area Id	Area Name	Entry By	Entry Date
			Northern		
		7	Area 7	001	11/10/2016 21:10:04
		6	area	admin	15/03/2016 02:46:58
		2	area 2	admin	18/12/2015 09:24:38
		1	Northern	admin	18/12/2015 09:24:29

A click on equal to will present the output below:

Edit	Delete	Area Id	Area Name	Entry By	Entry Date
			Northern		
		1	Northern	admin	18/12/2015 09:24:29

Station

The setting up is the same as that of area setting except that you have to use the Station Id. The process is shown below.

- Select ‘Area’
- Enter other station details
- Click Save
- The entries will show in the grid after a confirmation statement ‘Station added successfully’

Add Station

Area :	Northern	Station ID :	111
Station Name :	Salaga	Cost Centre :	Salag Cost
Station Tel No :	0209779441	Credit Code :	6161616161
Government Credit :	20	Save	

	Edit	Delete	Station Id	Station Name	Area	Credit Code	Cost Centre
			202	StationC	area 2	5555	dfjkasfk
			201	station2	area 2	3888888	costcentre
			110	stationB	Northern	3345566	cs
			101	stationA	Northern	333333	costcentre

Station added successfully

Add Station

Area :	<input type="button" value="▼"/>	Station ID :	<input type="button" value="▼"/>
Station Name :	<input type="button" value="▼"/>		
Station Tel No :	<input type="button" value="▼"/>		
Government Credit :	<input type="button" value="▼"/>		
Save			

	Edit	Delete	Station Id	Station Name	Area	Credit Code	Cost Centre
			202	StationC	area 2	5555	dfjkasfk
			201	station2	area 2	3888888	costcentre
			111	Salaga	Northern	6161616161	Salag Cost
			110	stationB	Northern	3345566	cs
			101	stationA	Northern	333333	costcentre

Location, Routes and Cycles

Location:

Utility services are provided to customers at a particular place in a locality. The physical point at which the service is needed and therefore supplied is known as service location. Shown below is a step to set a location

Cycle:

Cycles consist of a number of routes grouped together. In this guide, the term cycle refers to both reading and billing cycles.

- Select ‘Station’
- Select ‘Station’
- The corresponding Cycle ID will be selected
- Enter ‘Cycle Name’
- The user gets a transaction feedback ‘Cycle added successfully’

Add Cycle

Station : ▼

Cycle ID :

Cycle Name :

Save

Edit	Delete	Cycle ID	Cycle Name	Station
		<input type="text" value="110002"/>	<input type="text" value="cycle4"/>	stationB
		<input type="text" value="110001"/>	<input type="text" value="cycle3"/>	stationB
		<input type="text" value="101002"/>	<input type="text" value="cycle2"/>	stationA
		<input type="text" value="101001"/>	<input type="text" value="cycle1"/>	stationA

Routes:

A route is a collection of service locations within an area or a locality. The number of service locations in a route varies in accordance to factors such as terrain and availability and transport. These factors must be considered before a route is defined. After a route is defined, it is assigned to a reading cycle.

To make meter reading easier and also facilitates speed reading process, work order sequence which meter readers follow and utilise are defined within the routes

- Select ‘Cycle’
- The corresponding Route ID will be selected
- Enter ‘Route Name’
- The user gets a transaction feedback ‘Route added successfully’

Route added successfully

Add Route

Cycle :	<input type="text"/>
Route ID :	<input type="text"/>
Route Name :	<input type="text"/>
Save	

Edit	Delete	Route ID	Route Name	Cycle	Entry By	Entry Date
		110001001	route4	cycle3	selorm	15/05/2016 21:14:04
		101002001	route2	cycle2	selorm	28/03/2016 01:00:22
		101001003	route5	cycle1	felafeti	17/11/2016 12:59:27
		101001002	route3	cycle1	selorm	28/03/2016 01:00:40
		101001001	route1	cycle1	selorm	28/03/2016 01:00:15

Customer groups

- The ‘Group Id’ is auto generated
- Enter ‘Group Name’
- Select ‘True’ or ‘False’ for ‘Is MDA’
- Click ‘Save’
- The user gets a transaction feedback ‘Customer group added successfully’

Customer group added successfully

Customer Groups

Group Id :

Group Name :

Is MDA :

Save

Edit	Delete	Customer Group ID	Group Name	Is MDA
		105	group 5	True
		104	group4	True
		102	group	True
		101	group3	True
		100	group1	False

Account Status

The status of an account can be active, inactive or locked.

- Enter status
- Click ‘Save’
- The user gets a transaction feedback ‘**Account status added successfully**’

Account status added successfully

Account Status

Account Status ID :

Status :

Save

Edit	Account Status Id	Account Status
	4	Active
	3	Locked
	2	Inactive
	1	Active

Cash Transaction

- Click on Cash Transaction from Setup Utilities
- ‘Add New Transaction Type’
- Click ‘Save’
- Click ‘Cancel’ to cancel the transaction

Cash Transaction Types

+ Add New Transaction Type

Refresh

Edit	Delete	Cash Trans Type ID	Description	Account Code
			<input type="text"/>	
			<input type="text"/>	
Save	Cancel			

4 Connection Fee 98740

3 Deposit 12343

1 Payment on Account 20000

Cash Transaction Types

+ Add New Transaction Type 

Edit	Delete	Cash Trans Type ID	Description	Account Code
			Description: Re-connection fee	
			Account Code: 12343	
 			Save	Cancel
		4	Connection Fee	98740
		3	Deposit	12343
		1	Payment on Account	20000

Click ‘Refresh’ to refresh a page

Cash Transaction Types

+ Add New Transaction Type 

Edit	Delete	Cash Trans Type ID	Description	Account Code
		4	Connection Fee	98740
		3	Deposit	12343
		1	Payment on Account	20000

Departments

- Click ‘Department’ under ‘Navigation’
- Enter name of Department
- Click ‘Save’

Department added successfully

Add Department

Department Name :

Save

Edit	Delete	Department Name
		Finance
		Infrastructure

Tariffs

A click on ‘Navigation’ shows module details as below:

Tariffs

- [Tarrif Table](#)
- [Tarrif Bands](#)
- [Tarrif Table Govt](#)
- [Tarrif Bands Govt](#)

Tariff Table

Provides details on categories of taffies paid by customers. It displays details on Tariff Sequence Number, Tariff ID, Description, Tariff Start Date, Max Demand Rate, Min KVA Amount, Street Lighting Rate, Nel Rate, Service Charge, Power Factor, Consumption Variance Perc, Apply VAT and Tariff Status.

The process is as follows:

- Click ‘Tariff Table’
- Enter details
- Click ‘Save’

New set of tariffs:

This applies when there has to be a change in the tariffs.

- Enter ‘Tariff Id’ e.g. 2
- Click ‘New set of tariffs’ to go to the following page

Tariff Types

Tariff Sequence No	7	New set of tariffs	Reset							
Tariff ID :	2	Description :								
Tariff Start Date :	<input type="text"/>	Max Demand Rate :								
Min KVA Amount		Street Lighting Rate:								
Nel Rate :		Service Charge :								
Power Factor :		Consumption Variance Perc								
Apply Vat :	1	Save								
	Edit	Delete	Tariff ID	Description	Tariff Start Date	Max Demand Rate	Min KVA Amount	Service Charge	Tariff End Date	Tariff Status
			2	pay your bills	03/05/2016	6	3	2		Active

Click on ‘Edit’ to edit the details as in page below

	Edit	Delete	Tariff ID	Description	Tariff Start Date	Max Demand Rate	Min KVA Amount	Service Charge	Tariff End Date	Tariff Status
▶			2	pay your bills	03/05/2016	6	3	2		Active
Tariff ID :			2	Description :			pay your bills			
Tariff Start Date :			03/05/2016	Max Demand Rate :			6.00000			
Min KVA Amount			3.00000	Street Lighting Rate:			0.04000			
Nel Rate :			2.00000	Service Charge :			2.00000			
Power Factor :			5.00000	Consumption Variance Perc			3.00			
Tariff End Date :				Apply Vat :			1			
<input type="button" value="Update"/> <input type="button" value="Cancel"/>										

Make required changes

Click ‘Update’ to save changes or ‘Cancel’ to stop the changes

Tariff Type updated

Tariff Types

Tariff Sequence No	7	New set of tariffs	Reset							
Tariff ID :	2	Description :								
Tariff Start Date :		Max Demand Rate :								
Min KVA Amount		Street Lighting Rate:								
Nel Rate :		Service Charge :								
Power Factor :		Consumption Variance Perc								
Apply Vat :		<input type="button" value="Save"/>								
	Edit	Delete	Tariff ID	Description	Tariff Start Date	Max Demand Rate	Min KVA Amount	Service Charge	Tariff End Date	Tariff Status
▶			2	pay your bills	03/05/2016	6	3	1		Active

Reset:

The user clicks on the ‘Reset’ to make changes the previous settings.

Enter the tariff Id to reset e.g. h or H (not case sensitive)

Tariff Types

Tariff Sequence No	7	New set of tariffs	Reset							
Tariff ID :	h	Description :								
Tariff Start Date :	<input type="text"/>	Max Demand Rate :								
Min KVA Amount		Street Lighting Rate:								
Nel Rate :		Service Charge :								
Power Factor :		Consumption Variance Perc								
Apply Vat :		Save								
	Edit	Delete	Tariff ID	Description	Tariff Start Date	Max Demand Rate	Min KVA Amount	Service Charge	Tariff End Date	Tariff Status
▶			H	SDFSDFA	10/02/2016	2	6	2	26/02/2016	Inactive
▶			H	High Voltages	01/01/2015	31.82	0	37.12		Active

Make necessary changes

Click ‘Update’ or ‘Cancel’ to proceed to page below

Tariff Type updated

Tariff Types

Tariff Sequence No	7	New set of tariffs	Reset
Tariff ID :	h	Description :	
Tariff Start Date :	<input type="text"/>	Max Demand Rate :	
Min KVA Amount		Street Lighting Rate:	
Nel Rate :		Service Charge :	
Power Factor :		Consumption Variance Perc	
Apply Vat :			Save

	Edit	Delete	Tariff ID	Description	Tariff Start Date	Max Demand Rate	Min KVA Amount	Service Charge	Tariff End Date	Tariff Status
			2	pay your bills	03/05/2016	6	3	1		Active
			L	bills to pay	03/05/2016	8	2	0.1		Active

Tariff Bands

Click ‘Tariff Bands’ to the following page

Tariff Bands

Tariff Sequence No	2	New set of tariffs
Tariff ID :	Select Tariff ID	Rate :
Higher Band :		Lower Band :
Excess Rate :		Constant :
Tariff Status		Save

Edit	Delete	Tariff ID	Lower Band	Higher Band	Rate	Excess Rate	Constant	Tariff Status	User ID	Tariff Sequence No
		L	3	3	3	3	3	Active	admin	2
		H	4	35	4	4	4	Active	admin	1
		H	22	22	22	22	20	Active	admin	1
		T	52	1	22	22	2	Active	admin	1

- Click on the ‘Tariff ID’ dropdown control
- Select the ‘Tariff Id’ e.g. H

The Tariff ID code and respective descriptions are

Code Description

H High Voltage

M Medium Voltage

N Non Residential

S Special High Voltage

L Low Voltage

R

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l

- Enter Rate, Higher Band, Lower Band, Excess Rate, Constant and Tariff Status □
Click ‘Save’

Tariff Bands

Tariff Sequence No : New set of tariffs

Tariff ID : Rate :

Higher Band : Lower Band :

Excess Rate : Constant :

Tariff Status : Save

Edit	Delete	Tariff ID	Lower Band	Higher Band	Rate	Excess Rate	Constant	Tariff Status	User ID	Tariff Sequence No
		H	4	35	4	4	4	Active	admin	1
		H	22	22	22	22	20	Active	admin	1

Tariff Sequence No	2	New set of tariffs								
Tariff ID :	Select Tariff ID ▼	Rate :	<input type="text"/>							
Higher Band :	<input type="text"/>	Lower Band :	<input type="text"/>							
Excess Rate :	<input type="text"/>	Constant :	<input type="text"/>							
Tariff Status	▼	Save								
Edit	Delete	Tariff ID	Lower Band	Higher Band	Rate	Excess Rate	Constant	Tariff Status	User ID	Tariff Sequence No
		H	3	36	15	5	3	Active	admin	2
		L	3	3	3	3	3	Active	admin	2
		H	4	35	4	4	4	Active	admin	1
		H	22	22	22	22	20	Active	admin	1
		T	52	1	22	22	2	Active	admin	1

New Set of Tariffs:

Tariff band save successfully

Tariff Bands

Tariff Sequence No	2	New set of tariffs
Tariff ID :	Select Tariff ID ▾	Rate :
Higher Band :		Lower Band :
Excess Rate :		Constant :
Tariff Status	▼	Save

Edit	Delete	Tariff ID	Lower Band	Higher Band	Rate	Excess Rate	Constant	Tariff Status	User ID	Tariff Sequence No
 	X	N	2	12	3	2	4	Active	admin	3

Tariff Table Govt

- Click ‘Tariff table Govt’ under ‘Tariffs’ □ Tariff Bands Govt.
- Follow same steps as in ‘Tariff Bands’

Tariff Types Govt

Tariff Sequence No:	1	New set of tariffs	Reset							
Tariff ID:		Description:								
Tariff Start Date:	<input type="text"/>	Max Demand Rate:								
Min KVA Amount:		Street Lighting Rate:								
Nel Rate:		Service Charge:								
Power Factor:		Consumption Variance Perc:								
Apply Vat:		Save								
	Edit	Delete	Tariff ID	Description	Tariff Start Date	Max Demand Rate	Min KVA Amount	Service Charge	Tariff End Date	Tariff Status
		H	High	14-Apr-2016	6	6	6	6	06/04/2016	Inactive

USER MANAGEMENT

The User Management Module is the key to maintaining security in the CBMS Program.

Proper set up and use of employees' records enable the system to regulate who can perform certain functions of the system. This also allows the system to keep track of exactly who does what and keeps - depending on the system audit configuration - detailed information on what each user is doing on the system.

This module, therefore, allows the administrator to set up and assign appropriate roles to authorized users of the system.

The following user groups may be assigned one or more roles depending on their responsibilities:

- System Administration
- Data Entry
- Report Printing
- Cashiers
- Billing
- Customer service supervisor
- Customer service clerks
- Commercial Managers
- Area commercial officers
- Area finance officers
- Area engineer officers
- Technicians
- Directors

This list is by no means exhaustive since new additions can always be made following changes in administrative processes.

Notwithstanding what the name of the group suggests the Administrator may decide which (modules) work schedules are visible to these groups. Shown below are the sub modules under the User Management module.



User Management Screen

The screen holds a title bar, which displays the module name. A click on each of the sub modules displays the details on the form.

To add a new user (For only Administrators)

- ❖ Click ‘Add New User’ ❖ Under ‘Main Info’:
 - Click dropdown to select ‘Location’ of the User
 - Enter user Id (which will normally be the Staff Id)
 - Enter ‘Employee Name’
 - Assign a temporary password (which is subject to change later by the employee)
 - Enter ‘Email Address’ which will best be corporate email address
 - Select ‘Area’
 - Select ‘Station’
- ❖ Select ‘Department’
 - Under ‘Roles’
 - Tick appropriate role
- ❖ Click ‘Create User’. A confirmation message ‘The user account was successfully created’ is shown

Add User

This sub module allows the Administrator to add a new user.

- Select the location of the user

- Staff Id
- Employee/Staff name
- Tick User roles
- Provide Password (that the user can change later upon login)
- User's email address (preferably the corporate email)
- The area of the user
- Station of the user
- Department of the user
- Click 'Create User'

Main Info:

Location :	<input type="text" value="Head Office"/>	Roles: <input type="checkbox"/> ACO <input checked="" type="checkbox"/> Administrators <input type="checkbox"/> Area Manager <input type="checkbox"/> User Activity
Staff ID :	<input type="text" value="001"/>	
Employee Name :	<input type="text" value="Majeed Idrusu"/>	
Password :	<input type="text" value="*****"/>	
Email :	<input type="text" value="majeed@vra.com"/>	
Area :	<input type="text" value="area 2"/>	
Station :	<input type="text" value="Yeji"/>	
Department :	<input type="text" value="Finance"/>	

The user account was successfully created!

Main Info:

Location :

Staff ID :

Employee Name :

Password :

Email :

Area :

Station :

Department :

Roles:

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> ACO | <input type="checkbox"/> Administrators |
| <input type="checkbox"/> Area Manager | <input type="checkbox"/> User Activity |

Create User

Search/Filter a user:

Enter Username (E.g. admin)

Click '🔍'

All Users

Username	NoFilter	Created Date	Last Login Date	Last Activity Date	Is Active	Is Locked Out
admin	Contains					
1142	DoesNotContain	4/2016 20:06:13	29/04/2016 17:54:32	29/04/2016 17:54:32	True	False
selorm	StartsWith	3/2016 02:51:46	30/04/2016 11:49:20	30/04/2016 11:49:20	True	False
admin	EndsWith	2/2015 23:43:15	03/05/2016 12:31:25	03/05/2016 12:31:25	True	False
	EqualTo					
	NotEqualTo					
	GreaterThan					
	LessThan					
	GreaterThanOrEqualTo					
	LessThanOrEqualTo					
	Between					
	NotBetween					
	IsEmpty					
	NotIsEmpty					
	IsNull					
	NotIsNull					

Select 'Contains'

Username	Email	Created Date	Last Login Date	Last Activity Date	Is Active	Is Locked Out
admin	selorm93@gmail.com	17/12/2015 23:43:15	03/05/2016 12:31:25	03/05/2016 12:31:25	True	False
admin	selorm93@gmail.com	17/12/2015 23:43:15	03/05/2016 12:31:25	03/05/2016 12:31:25	True	False

All Users:

The form allows the Administrator to search a user by StaffId or Name or click the StaffId in the grid to:

1. Transfer the user from one area to the other
2. Station to another
3. One Department to another

Staff ID	Name	Creation Date	Last Login Date	Last Activity Date	Is Active	Is Locked Out
<input type="text"/>	<input type="text"/>					
1142	Matthew Boateng	28/04/2016	30/04/2016 14:32:40	30/04/2016 14:32:40	True	False
selorm	Test User	17/03/2016	15/05/2016 22:44:53	15/05/2016 22:44:53	True	False
001	Adolf Agbodza	30/04/2016	21/01/2017 19:00:29	21/01/2017 19:00:29	True	False

Manage User

This can be done in two modes.

One is to edit some user information and the other is to change ‘Area’, ‘Station’ and ‘Department’ of the user

Manage User

ROLES:

 Administrators ACO Area Manager

MAIN INFO:

User Name	selorm
Email	selormkwe@yahoo.com
Comment	
Active User	<input checked="" type="checkbox"/>
Is Locked Out	<input type="checkbox"/>
Is Online	<input type="checkbox"/>
Creation Date	17-Mar-16, 02:51
Last Activity Date	15-May-16, 10:44
Last Login Date	15-May-16, 10:44
Last Lockout Date	01-Jan-54, 12:00
Last Password Changed Date	17-Mar-16, 02:51

User Name	selorm
Department	Infrastructure
Area	area 2
Station	stationB
Remark	
Edit	

[Edit User Info](#)

Edit User information:

- Click ‘Edit User Info’
- Changed fields such as ‘Email Address’, ‘Comment’ and ‘Active User’.
- Click ‘Edit User Info’ again to receive confirmation message

For the second option:

- Click ‘Edit’
- Change Department, Area, Station
- Enter ‘Remark’: This could be the details on the memo supporting the staff transfer □ Click ‘Edit’ for confirmation message

Reset Password

This feature allows the Administrator to reset passwords of users who might have temporary or permanent access to the system due to leave, transfer or resignation. Process follows as:

- Click ‘User Management’
- Click ‘Reset’

Action	Staff ID	Employee Name	lastactivitydate	Creation ate	Email	Last login date
Reset	1142	Matthew Boateng	30/04/2016 14:32:40	28/04/2016 20:06:13	mat.boat@gmail.com	30/04/2016 14:32:40
Reset	selorm	Test User	15/05/2016 22:44:53	17/03/2016 02:51:46	selormkwe@yahoo.com	15/05/2016 22:44:53
Reset	001	Adolf Agbodza	21/01/2017 11:16:38	30/04/2016 21:05:13	ag@yahoo.com	21/01/2017 11:16:38

Close

Username :	1142
Password :	<input type="password"/>
Confirm Password :	<input type="password"/>

Reset

Add User Role

- Click ‘User Roles’
- Tick roles applicable to the user
- Click ‘Add Role’ to get confirmation message ‘User Role added successfully’

Add User Role

Role Name	Data entry																																										
Access Rules <table border="1"> <tr> <td><input type="checkbox"/> Area</td> <td><input type="checkbox"/> Cycle</td> </tr> <tr> <td><input checked="" type="checkbox"/> Station</td> <td><input type="checkbox"/> Tariffs</td> </tr> <tr> <td><input type="checkbox"/> User Management</td> <td><input type="checkbox"/> Enquiries</td> </tr> <tr> <td><input type="checkbox"/> Disconnections</td> <td><input type="checkbox"/> Reconnections</td> </tr> <tr> <td><input type="checkbox"/> Transfers to PNE</td> <td><input type="checkbox"/> Customer Registration</td> </tr> <tr> <td><input type="checkbox"/> Service Connection Setup</td> <td><input type="checkbox"/> Meter Setup</td> </tr> <tr> <td><input type="checkbox"/> Meter Assignment to Stations</td> <td><input type="checkbox"/> Meter Assignment to Customers</td> </tr> <tr> <td><input type="checkbox"/> Meter Installations</td> <td><input type="checkbox"/> Online Cash Input</td> </tr> <tr> <td><input type="checkbox"/> Manual Cash Input</td> <td><input type="checkbox"/> Adjustments</td> </tr> <tr> <td><input type="checkbox"/> Receipt Books Registration</td> <td><input type="checkbox"/> Manual Batches</td> </tr> <tr> <td><input type="checkbox"/> Reverse Transactions</td> <td><input type="checkbox"/> Consumption Proof</td> </tr> <tr> <td><input type="checkbox"/> Bill Posting</td> <td><input type="checkbox"/> Initiate Meter Reading</td> </tr> <tr> <td><input type="checkbox"/> Update Billing Date</td> <td><input type="checkbox"/> Update Posting Billing Date</td> </tr> <tr> <td><input type="checkbox"/> Cash Transaction Type</td> <td><input type="checkbox"/> Route</td> </tr> <tr> <td><input type="checkbox"/> Employees</td> <td><input type="checkbox"/> Departments</td> </tr> <tr> <td><input type="checkbox"/> Ranks</td> <td><input type="checkbox"/> Customer Groups</td> </tr> <tr> <td><input type="checkbox"/> Account Status</td> <td><input type="checkbox"/> Central Meter Store</td> </tr> <tr> <td><input type="checkbox"/> Request for Meter</td> <td><input type="checkbox"/> Area Manager Approval</td> </tr> <tr> <td><input type="checkbox"/> Meter Request Review/Recommendation</td> <td><input type="checkbox"/> Meter Deinstallations</td> </tr> <tr> <td><input type="checkbox"/> All Transactions</td> <td><input type="checkbox"/> Today's Transactions</td> </tr> <tr> <td><input type="checkbox"/> Transactions By Period</td> <td><input type="checkbox"/> Application/Customer registration</td> </tr> </table>		<input type="checkbox"/> Area	<input type="checkbox"/> Cycle	<input checked="" type="checkbox"/> Station	<input type="checkbox"/> Tariffs	<input type="checkbox"/> User Management	<input type="checkbox"/> Enquiries	<input type="checkbox"/> Disconnections	<input type="checkbox"/> Reconnections	<input type="checkbox"/> Transfers to PNE	<input type="checkbox"/> Customer Registration	<input type="checkbox"/> Service Connection Setup	<input type="checkbox"/> Meter Setup	<input type="checkbox"/> Meter Assignment to Stations	<input type="checkbox"/> Meter Assignment to Customers	<input type="checkbox"/> Meter Installations	<input type="checkbox"/> Online Cash Input	<input type="checkbox"/> Manual Cash Input	<input type="checkbox"/> Adjustments	<input type="checkbox"/> Receipt Books Registration	<input type="checkbox"/> Manual Batches	<input type="checkbox"/> Reverse Transactions	<input type="checkbox"/> Consumption Proof	<input type="checkbox"/> Bill Posting	<input type="checkbox"/> Initiate Meter Reading	<input type="checkbox"/> Update Billing Date	<input type="checkbox"/> Update Posting Billing Date	<input type="checkbox"/> Cash Transaction Type	<input type="checkbox"/> Route	<input type="checkbox"/> Employees	<input type="checkbox"/> Departments	<input type="checkbox"/> Ranks	<input type="checkbox"/> Customer Groups	<input type="checkbox"/> Account Status	<input type="checkbox"/> Central Meter Store	<input type="checkbox"/> Request for Meter	<input type="checkbox"/> Area Manager Approval	<input type="checkbox"/> Meter Request Review/Recommendation	<input type="checkbox"/> Meter Deinstallations	<input type="checkbox"/> All Transactions	<input type="checkbox"/> Today's Transactions	<input type="checkbox"/> Transactions By Period	<input type="checkbox"/> Application/Customer registration
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<input type="checkbox"/> Transactions By Period	<input type="checkbox"/> Application/Customer registration																																										
Add Role																																											

User group added successfully

Add User Role

Role Name

Access Rules

- Area
- Station
- User Management
- Disconnections
- Transfers to PNE
- Service Connection Setup
- Meter Assignment to Stations
- Meter Installations
- Manual Cash Input
- Receipt Books Registration
- Reverse Transactions
- Bill Posting
- Update Billing Date
- Cash Transaction Type
- Employees
- Ranks
- Account Status
- Request for Meter
- Meter Request Review/Recommendation
- All Transactions
- Transactions By Period
- Cycle
- Tariffs
- Enquiries
- Reconnections
- Customer Registration
- Meter Setup
- Meter Assignment to Customers
- Online Cash Input
- Adjustments
- Manual Batches
- Consumption Proof
- Initiate Meter Reading
- Update Posting Billing Date
- Route
- Departments
- Customer Groups
- Central Meter Store
- Area Manager Approval
- Meter Deinstallations
- Today's Transactions
- Application/Customer registration

[Add Role](#)

All Users
Add Users
User Roles
New Service
Load Estimate Setup
Labour Setup
Material Setup
Connection Purpose Setup
New Account
Application/Customer registration
Service Applications
Service Connection Setup
Approval for service connection
Service Connection Advice
Account Generation
Meter Management
Meter Setup
Central Meter Store
Meter Assignment to Stations
Meter Reassignments

[Add Role](#)

Manage Roles

Area Manager

Access Rules

- Area
- Station
- User Management
- Disconnections
- Transfers to PNE
- Service Connection Setup
- Meter Assignment to Stations
- Meter Installations
- Manual Cash Input
- Receipt Books Registration
- Reverse Transactions
- Bill Posting
- Update Billing Date
- Cash Transaction Type
- Employees
- Ranks
- Account Status
- Request for Meter
- Meter Request Review/Recommendation
- All Transactions
- Transactions By Period
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- Meter Setup
- Meter Assignment to Customers
- Online Cash Input
- Adjustments
- Manual Batches
- Consumption Proof
- Initiate Meter Reading
- Update Posting Billing Date
- Route
- Departments
- Customer Groups
- Central Meter Store
- Area Manager Approval
- Meter Deinstallations
- Today's Transactions
- Application/Customer registration

[Save](#)

NEW SERVICE

This is a module, which helps the user to organize the customer database easily. It enables the user to register and process connection applications received from new customers. The module achieves this

through the following sub modules:

New Service
Customer Applications
New Account
Service Applications
Service Connection Review
Approval for service connection
Area Manager Approval
Approved Service Connections
Account Generation
Contract Form Generation

Load Estimate Setup

Load Estimate Setup

Estimate added successfully

Device Description :	Hours of Use :
<input type="text"/>	<input type="text"/>

Save

Edit	ID	Device Description	Hours Of Use	Entry By	Entry Date
	1	Electric Cooker	5.00	selorm	12/04/2016 00:00:00
	2	TV	20.00	selorm	12/04/2016 14:09:12
	3	Iron	2.00	selorm	12/04/2016 14:09:42
	1004	light Bulbs	12.00	001	16/05/2016 11:38:29
	1005	Freezer	15.00	001	14/10/2016 21:24:23
	2005	Hand Held Dryer	13.00	001	17/11/2016 10:00:33
	2007	Heater	1.00	001	07/01/2017 20:49:48

Labour Setup

This is the cost of labour for the service connection which involves the items and their respective costs.

Enter

- ‘Item Description’
- ‘Unit of Measure’
- ‘Unit Cost’
- Click ‘Save’ to display it in the grid below the form

Labour Setup

Item Description :	Unit of Measure :																																																																																											
Unit Cost :	<input type="button" value="Save"/>																																																																																											
<table border="1"><thead><tr><th>Edit</th><th>Item ID</th><th>Item Description</th><th>Unit Of Measure</th><th>Unit Cost</th><th>Entry By</th><th>Entry Date</th></tr></thead><tbody><tr><td></td><td>1</td><td>Laying of pole</td><td>quantity</td><td>100</td><td>selorm</td><td>12/04/2016 15:28:15</td></tr><tr><td></td><td>1002</td><td>Stringing 50mm Al/Meter</td><td>span</td><td>6</td><td>001</td><td>16/05/2016 11:59:20</td></tr><tr><td></td><td>1003</td><td>Service Drop</td><td>sgl</td><td>10</td><td>001</td><td>16/05/2016 11:59:39</td></tr><tr><td></td><td>1004</td><td>Pole Top Dressing (per phase)</td><td>sgl</td><td>2</td><td>001</td><td>16/05/2016 12:00:20</td></tr><tr><td></td><td>1005</td><td>ServiceDrop SinglePhase</td><td>quantity</td><td>400</td><td>001</td><td>17/12/2016 08:39:43</td></tr><tr><td></td><td>1006</td><td>ServiceDrop ThreePhase</td><td>quantity</td><td>700</td><td>001</td><td>17/12/2016 08:40:02</td></tr><tr><td></td><td>1007</td><td>SinglePole SinglePhase</td><td>quantity</td><td>2400</td><td>001</td><td>17/12/2016 08:40:57</td></tr><tr><td></td><td>1008</td><td>SinglePole ThreePhase</td><td>quantity</td><td>4000</td><td>001</td><td>17/12/2016 08:41:22</td></tr><tr><td></td><td>1009</td><td>TwoPoles SinglePhase</td><td>quantity</td><td>4200</td><td>001</td><td>17/12/2016 08:41:49</td></tr><tr><td></td><td>1010</td><td>TwoPoles ThreePhase</td><td>quantity</td><td>7000</td><td>001</td><td>17/12/2016 08:42:09</td></tr><tr><td></td><td>1011</td><td>MoreThanTwoPoles SinglePhase</td><td>quantity</td><td>6000</td><td>001</td><td>17/12/2016 08:44:11</td></tr><tr><td></td><td>1012</td><td>MoreThanTwoPoles ThreePhase</td><td>quantity</td><td>10000</td><td>001</td><td>17/12/2016 08:44:48</td></tr></tbody></table>		Edit	Item ID	Item Description	Unit Of Measure	Unit Cost	Entry By	Entry Date		1	Laying of pole	quantity	100	selorm	12/04/2016 15:28:15		1002	Stringing 50mm Al/Meter	span	6	001	16/05/2016 11:59:20		1003	Service Drop	sgl	10	001	16/05/2016 11:59:39		1004	Pole Top Dressing (per phase)	sgl	2	001	16/05/2016 12:00:20		1005	ServiceDrop SinglePhase	quantity	400	001	17/12/2016 08:39:43		1006	ServiceDrop ThreePhase	quantity	700	001	17/12/2016 08:40:02		1007	SinglePole SinglePhase	quantity	2400	001	17/12/2016 08:40:57		1008	SinglePole ThreePhase	quantity	4000	001	17/12/2016 08:41:22		1009	TwoPoles SinglePhase	quantity	4200	001	17/12/2016 08:41:49		1010	TwoPoles ThreePhase	quantity	7000	001	17/12/2016 08:42:09		1011	MoreThanTwoPoles SinglePhase	quantity	6000	001	17/12/2016 08:44:11		1012	MoreThanTwoPoles ThreePhase	quantity	10000	001	17/12/2016 08:44:48
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Material Setup

Cost of materials are dependent on the location of the building and the type of service the customer requests.

The user will enter all the items required to be computed as follows:

- ‘Item Description’
- ‘Unit of Measure’
- ‘Unit Cost’
- Click ‘Save’ to display it in the grid below the form

Materials Setup

Item Description :	<input type="text"/>	Unit of Measure :	<input type="text"/>
Unit Cost :	<input type="text"/>		
Save			

Edit	ItemID	ItemDesc	UnitOfMeasure	UnitCost	EntryBy	EntryDate
	1	Pole	sgl	100	selorm	12/04/2016 16:06:18
	2	Service cut-out (single phase)	span	23	001	16/05/2016 11:47:01
	3	PG Clamps	sgl	2	001	16/05/2016 11:48:16
	4	Bimetallic line Taps	sgl	1.2	001	16/05/2016 11:49:18
	5	D iron complete	sgl	20	001	16/05/2016 11:49:58
	6	Deposit (Residential)	sgl	5	001	16/05/2016 11:50:31
	7	Deposit (Non Residential)	sgl	8	001	16/05/2016 11:50:54
	8	Stringing 1 mtr cable	1	1.5	001	17/11/2016 10:03:10

Connection Purpose Setup

The customer must disclose the purpose of the connection to enable the technical people recommend the right kind of service.

The user will enter all connection purposes

Click 'Save' to display them in the grid

Connection purpose added successfully
Connection Purpose Setup

Purpose of Connection :	<input type="text"/>
Save	

Edit	Id	Purpose Description
	1	Corn Mill
	2	Shop
	3	Residential Accomodation
	4	Church
	5	Office
	6	Mosque
	7	Factory

This module helps you to register, maintain, issue and keep track of detail information for customer's connection to the utility service.

Customer Applications

This is the first stage of the new service process. The customer submits a service application form which is captured into the system. The Customer Service officer after verification enters the customer's details into the system. The service type is either 'New Meter' or 'Replacement of Meter'.

For a new meter, the system cannot allow the user to enter 'Existing Account Number', 'Existing Account Name' and 'Bill on Account'.

For replacement of a meter, 'Existing Account Number', 'Existing Account Name' are entered and the 'Bill on Account' is charged to that existing customer. It should be noted that all required fields (*) must be filled before clicking "Save", the system will prompt the user to enter required fields by throwing "**required**" against the controls.

NAVIGATION		Mandela2.jpg			
		Note: Fields mark with * are important.			
Home		Surname : *	Malik	Firstname : *	Abudulai
Setup Utilities		Title : *	ALHAJI	Phone Number : *	
Tariffs		Service/Premise Address : *	H35, Sakasaka, Tamale	Postal Address :	
My Account		GIS Code :	202020201		223030303
User Management		City/Town : *		Email Address:	malik@gmail.com
Customer Processing		Name of Employer :	GCB Bank Limited	Name of Landlord :	Alhaji Baba Seidu
New Service		Address of Employer :	GCB, Tamale	Address of Landlord :	P. O. Box 12, Tamale
Customer Applications					
New Account					
Service Applications					
Service Connection Review					

Also to pick the scanned copy of National Id of the customer into the system, the process is as follows:

- The user scans the customer's ID
- Save the ID into a folder
- Click 'Browse...' to access the location of the image the Id card)
- Select the file
- Click "Open"
- Click "Upload"

ID Card Type: NHIS ▾

ID Card No: D23456605

C:\Users\user\Pictures\F...

Any National ID:

ID Card Type: NHIS ▾

ID Card No: D23456605

For the Service Application, the user enters all fields especially the required ones as obtained from the customer and proceed as follows:

Click ‘Save’

Customer added successfully with ID: 668978

Note: Fields mark with * are important.

Surname : *	<input type="text"/>	Firstname : *	<input type="text"/>
Title : *	<input type="text"/> Select Title	Phone Number : *	<input type="text"/>
Service/Premise Address : *	<input type="text"/>		
GIS Code :	Longitude	Postal Address :	<input type="text"/>
City/Town : *	<input type="text"/>		
Name of Employer :	<input type="text"/>		
Address of Employer :	<input type="text"/>		
Landlord Phone Number :	<input type="text"/>		
Service Type : *	Select Service Type	Existing Account Name :	<input type="text"/>
Existing Account Number :	<input type="text"/>		
	Bill on Account : <input type="text"/>		

The ID number generated is the “Sequence Number” or “Transaction Number” to be given to the customer to be used to track the status of the application anytime the customer wants to verify.

New Account

A new account with ID “667978” has been created

NAVIGATION		Add New Account									
Home		Action	Action	Customer Seq No	Surname	Othernames	Mobile No	City	Station	Entry Date	
Setup Utilities	▼			<input type="text"/> 668978	<input type="text"/> MALIK	<input type="text"/> ABUDULAI	<input type="text"/> 0208981234	<input type="text"/> Tamale	<input type="text"/> Tamale	<input type="text"/> 11/21/2017 5:42:58 AM	
Tariffs	▼			<input type="button"/> Add	<input type="button"/> Edit	<input type="text"/> 668977	<input type="text"/> BOAHENG	<input type="text"/> YAW	<input type="text"/> NYINAHIN	<input type="text"/> Tamale	<input type="text"/> 11/21/2017 5:01:52 AM
My Account	▼			<input type="button"/> Add	<input type="button"/> Edit	<input type="text"/> 668976	<input type="text"/> G	<input type="text"/> 4SON	<input type="text"/> ta	<input type="text"/> Tamale	<input type="text"/> 11/21/2017 5:01:38 AM
User Management	▼			<input type="button"/> Add	<input type="button"/> Edit	<input type="text"/> 668975	<input type="text"/> ANIM	<input type="text"/> JOHN PEPRAH	<input type="text"/> sjt	<input type="text"/> Tamale	<input type="text"/> 11/21/2017 4:58:56 AM
Customer Processing	▼			<input type="button"/> Add	<input type="button"/> Edit	<input type="text"/> 668974	<input type="text"/> MAWOMI	<input type="text"/> AGENS	<input type="text"/> DORMAA	<input type="text"/> Tamale	<input type="text"/> 11/21/2017 4:54:17 AM
New Service	▲			<input type="button"/> Add	<input type="button"/> Edit	<input type="text"/> 668973	<input type="text"/> SETH	<input type="text"/> OBENG	<input type="text"/> TEPA	<input type="text"/> Tamale	<input type="text"/> 11/21/2017 4:51:17 AM
Customer Applications				<input type="button"/> Add	<input type="button"/> Edit	<input type="text"/> 668972	<input type="text"/> OWUSU	<input type="text"/> KOFI	<input type="text"/> DUAYAW-NKWANTA	<input type="text"/> Tamale	<input type="text"/> 11/21/2017 4:49:29 AM
New Account				<input type="button"/> Add	<input type="button"/> Edit	<input type="text"/> 668971	<input type="text"/> CLA	<input type="text"/> ECOY	<input type="text"/> MOUTSAFO	<input type="text"/> Tawale	<input type="text"/> 11/21/2017 4:48:00 AM

- Click ‘Add’
 - Click ‘Close’ or ‘Save’


CUSTOMER BILLING MANAGEMENT SYSTEM
Welcome! Felix [Log Out]

NAVIGATE
Close

Home	This customer already have an existing account with this seq no. New account sequence no will be: 668979								
Setup	Customer Seq No	668978	Customer Name	ABUDULAI MALIK				Created By	
Tariffs	Service Type	SinglePhase SinglePhase	Service/Premise Address	H35, SAKASAKA, TAMALE				222	
My Acc								1967	
User M	Purpose of Connection	Cold store						1960	
Custom								1967	
New Service								Save	1967
Customer Applications	Add	Edit	668973	SETH	OBENG	0248628338	TERA	11/21/2017 4:31:17 AM	1963
New Account	Add	Edit	668972	OWUSU	KOFI	0204444438	DUNNAN-PAKWAHUA	11/21/2017 4:48:29 AM	1963
Service Applications	Add	Edit	668971	GLO	4SON	0207476940	TWA	11/21/2017 4:43:18 AM	1960
Service Connection Review	Add	Edit	668970	ATTRAM	GARDEN	0502211202	BEREKO, B	11/21/2017 4:40:27 AM	1961

Click “Add” to proceed or “Edit” to make change(s) to customer information.

New application saved successfully									
Add New Account									
Action	Action	Customer Seq No	Surname	Othernames	Mobile No	City	Station	Entry Date	Created By
Add	Edit	668980	MALIK	ABUDULAI	0208981234	Tamale	Tamale	11/21/2017 5:42:58 AM	222
Add	Edit	668979	GH	HSJDJKF	0202002200	twa	Tamale	11/21/2017 5:58:30 AM	1960
Add	Edit	668978	MALIK	ABUDULAI	0208981234	Tamale	Tamale	11/21/2017 5:42:58 AM	222
Add	Edit	668977	BOAHENG	YAW	0244888833	NYINAHIN	Tamale	11/21/2017 5:01:52 AM	1967
Add	Edit	668976	G	4SON	03003003	ta	Tamale	11/21/2017 5:01:38 AM	1960
Add	Edit	668975	ANIM	JOHN PEPRAH	0244457895	syi	Tamale	11/21/2017 4:58:56 AM	1967
Add	Edit	668974	MAWOMI	AGENS	0245648214	DORMAA	Tamale	11/21/2017 4:54:17 AM	1967
Add	Edit	668973	SETH	OBENG	0248628338	TEPA	Tamale	11/21/2017 4:51:17 AM	1965
Add	Edit	668972	OWUSU	KOFI	0204444436	DUAYAW-NKWANTA	Tamale	11/21/2017 4:49:29 AM	1963
Add	Edit	668971	GLO	4SON	0207476840	twa	Tamale	11/21/2017 4:43:19 AM	1960
Add	Edit	668970	ATTRAM	GARDIEL	0502211202	BEREKUM	Tamale	11/21/2017 4:40:37 AM	1961

Edit

The customer has changed job from GCB Bank to World Vision and click “Save”

Edit Customer Details

Surname : *	MALIK	Firstname : *	ABUDULAI
Title :	ALHAJI	Phone Number : *	0208981234
Service/Premise Address : *	H35, SAKASAKA, TAMALE	Postal Address :	P. O. BOX 10, TAMALE
GIS Code :	202020201		223030303
City/Town : *	Tamale	Email Address:	malik@gmail.com
Name of Employer :	World Vision	Name of Landlord :	ALHAJI BABA SEIDU
Address of Employer :	World Vision, Tamale	Address of Landlord :	P. O. BOX100, TAMALE
Landlord Phone Number :	203456069		
Save			

Service Applications

This section allows the user to continue the application process for the customer. After the account is generated for the customer, the details are available for the service to be estimated. The estimates of all items and services required to meet the customer's request will be summed to determine the total service charge. The ID number generated is the “Sequence Number” or “Transaction Number” to be given to the customer to be used to track the status of the application anytime the customer wants to verify.

There are 4 categories of estimates to add. These are:

- Route and cycle information
- Load Estimates
- Material Estimates
- Labour Estimates

Working in the grid

The user can search for the customer using transaction Id, e.g. 668978

Action	Action	Customer Seq No	Surname	Othernames	Mobile No	City	Station	Entry Date	Created By
		668978							
Add	Edit	668978	MALIK	ABUDULAI	0208981234	Tamale	Tamale	11/21/2017 5:42:58 AM	222

The user can scroll the pages from one page to the other or set “Page size” by using. The summaries of the page(s) can be seen at the right corner at the bottom (44 items in 3 pages)

							Page size: 20	44 items in 3 pages
--	--	--	--	--	--	--	---------------	---------------------

	Add Estimates		668967	ServiceDrop SinglePhase	Domestic	Tamale	Pending load estimate	
	Add Estimates		668966	ServiceDrop ThreePhase	Domestic	Tamale	Pending load estimate	
	Add Estimates		668960	MoreThanTwoPoles SinglePhase	Fuel Station	Tamale	Pending load estimate	
	Submit		668958	ServiceDrop SinglePhase	Barber shop/Saloon	Tamale	Pending approval	
	Submit		668957	SinglePole ThreePhase	Domestic	Tamale	Pending approval	
							Page size: 20	44 items in 3 pages

The user can see details of a transaction on a customer by using the arrow at the left as shown:

	Add Estimates		668978	SinglePole SinglePhase	Cold store	Tamale	Pending load estimate
Entry By : 222 Date Created : 11/21/2017 5:42:58 AM Service Address : H35, SAKASAKA, TAMALE							
	Add Estimates		668980	SinglePole SinglePhase	Cold store	Tamale	Pending load estimate
	Add Estimates		668981	ServiceDrop SinglePhase	Domestic	Tamale	Pending load estimate

Add Estimates

From the grid below, because the user has not started the estimates for “Customer Seq No” 668978, the “Review” column in the grid is blank. Generally, there are three transaction statuses in the grid for respective customers:

- **Customer (668976):** “Add Estimate” and “Submit” are pending. This means the user has not completed the estimates for the customer. It can be continued later.
- **Customer (668978):** “Add Estimate” is yet to start.
- **Customer (668972):** “Add Estimate” is completed but “Submit” is yet to commence.

Note that once the user clicks on “Submit” the transaction is committed and escalated to a Supervisor to review. It is therefore deleted from the grid.

Service Applications

	Estimates	Review	Customer Seq No	Service Type	Purpose	Station	Status
▶	Add Estimates	Submit	668969	ServiceDrop SinglePhase	Barber shop/Saloon	Tamale	Rejected
▶	Add Estimates	Submit	668970	ServiceDrop SinglePhase	Domestic	Tamale	Rejected
▶		Submit	668972	ServiceDrop SinglePhase	Domestic	Tamale	Pending approval
▶	Add Estimates	Submit	668975	ServiceDrop SinglePhase	Domestic	Tamale	Pending Approval
▶	Add Estimates	Submit	668976	ServiceDrop ThreePhase	Domestic	Tamale	Rejected
▶	Add Estimates		668978	SinglePole SinglePhase	Cold store	Tamale	Pending load estimate
▶	Add Estimates		668980	SinglePole SinglePhase	Cold store	Tamale	Pending load estimate
▶	Add Estimates		668981	ServiceDrop SinglePhase	Domestic	Tamale	Pending load estimate
▶	Add Estimates	Submit	668983	ServiceDrop SinglePhase	Office	Tamale	Rejected
▶	Add Estimates		668984	ServiceDrop SinglePhase	Domestic	Tamale	Pending load estimate

◀ ▶ 1 2 3 4 5 ▶ ▶ Page size: 10 ▾

47 items in 5 pages

Add Estimates (for 668978) Route

and Cycle Info:

The form defaults to the area and station of the user which s/he cannot change.

The estimator who picked the location of the customer on the field will now use the route and cycle to determine the bill for the customer. The process is as follows:

Select

- “Route” to get “Cycle”
- “Customer Group”
- “Tariff”
- Click “Save” to continue

Route and Cycle added successfully

Estimates

Customer Seq No : **668978** Customer Name : **ABUDULAI MALIK** Service Type : **SinglePole SinglePhase**

Route and Cycle Info	Load Estimates	Material Estimates (A)	Labour Estimates	Labour Charge (B)																	
Route And Cycle Info <table> <tr> <td>Area :</td> <td>Northern</td> <td>Station :</td> <td>201</td> </tr> <tr> <td>Route:</td> <td>Select Route</td> <td>Cycle :</td> <td></td> </tr> <tr> <td>Customer Group :</td> <td>Select Group</td> <td colspan="2"></td> </tr> <tr> <td>Tariff :</td> <td>Select Tariff</td> <td colspan="2"></td> <td>Save</td> </tr> </table>					Area :	Northern	Station :	201	Route:	Select Route	Cycle :		Customer Group :	Select Group			Tariff :	Select Tariff			Save
Area :	Northern	Station :	201																		
Route:	Select Route	Cycle :																			
Customer Group :	Select Group																				
Tariff :	Select Tariff			Save																	
StationId	ArealD	RoutelD	CycleID	CustomerGroupID																	
201	2	2010029999	201000	3																	
TariffID				H																	

Load Estimate:

This section gathers information on all gadgets the customer will be using. The process follows below:

- The ‘Customer Seq. No’ and ‘Customer Name’ are already populated
 - Select ‘Device’
 - ‘Hours Used’ as entered during setup is automatically selected
 - The rest of entries are entered
 - ‘Total Wattage’ and ‘KwhPerMonth’ are calculated by the system
- Click ‘Save’ to populate the grid below the form

Customer Seq No : **668978** Customer Name : **ABUDULAI MALIK** Service Type : **SinglePole SinglePhase**

Route and Cycle Info	Load Estimates	Material Estimates (A)	Labour Estimates	Labour Charge (B)							
Device :	Air Condition	Quantity :	2	Hours of Use :	12.00						
Watage :	50.0000	Voltage :	11.5000 Kv	Amperage :	4.5455						
Maximum Demand :	100.00	Total Wattage :	100	KwhPerMonth :	18.00						
Action	Delete	LoadID	Customer Seq No	Device	Watage	Amperage	Maximum Demand	Quantity	Total Watage	Kwh Per Month	Estimator
No records to display.											

Click “MaterialEstimates(A)” tab

Click “Save”

Add all devices of the customer

Load estimate added successfully

Estimates

Customer Seq No : **668978** Customer Name : **ABUDULAI MALIK** Service Type : **SinglePole SinglePhase**

Route and Cycle Info	Load Estimates	Material Estimates (A)	Labour Estimates	Labour Charge (B)							
Device : <input type="button" value="Select Device"/>	Quantity : <input type="text"/>	Hours of Use : <input type="text"/>									
Watage : <input type="text"/>	Voltage : <input type="button" value="11.5000 Kv"/>	Amperage : <input type="text"/>									
Maximum Demand : <input type="text"/>	Total Wattage : <input type="text"/>	KwhPerMonth : <input type="text"/>		<input type="button" value="Save"/>							
Action	Delete	LoadID	Customer Seq No	Device	Watage	Amperage	Maximum Demand	Quantity	Total Wattage	Kwh Per Month	Estimator
<input type="button" value="Edit"/>	X	11207	668978	Air Condition	50	4.54545454545455	100	2	100	18	222
<input type="button" value="Edit"/>	X	11208	668978	CfC Bulbs	5	0.0227272727272727	30	4	20	1.8	222
<input type="button" value="Edit"/>	X	11209	668978	Fridge	75	6.81818181818182	80	4	300	33.75	222

Material Estimates

This will give details on the cost of materials that will be needed to do the work.

- Click “Save”
- Select ‘Device’ to populate the setup values for ‘Unit of Measure’ and ‘Unit Cost’
- Enter ‘Quantity’ to determine ‘Total Cost’
- Click ‘Save’ to populate the grid below the form

Material estimate added successfully

Estimates

Customer Seq No : **668978** Customer Name : **ABUDULAI MALIK** Service Type : **SinglePole SinglePhase**

Route and Cycle Info

Load Estimates

Material Estimates (A)

Labour Estimates

Labour Charge (B)

Material Estimates

Device :

Select Item

Unit of Measure :

Quantity :

Unit Cost :

Save

Total Cost :

Action	Delete	Supplied by customer?	MaterialID	Customer Seq No	Item	Quantity	Total Cost	Estimator	EntryDate
Edit	X	<input type="checkbox"/>	9286	668978	Wooden Pole (9m)	1	750.00	222	11/22/2017 4:37:47 AM
Edit	X	<input type="checkbox"/>	9290	668978	PG Clamps	2	4.00	222	11/22/2017 4:38:59 AM
Edit	X	<input type="checkbox"/>	9293	668978	Cable 2m	1	4.00	222	11/22/2017 4:39:43 AM
Edit	X	<input type="checkbox"/>	9294	668978	Bimetallic line Taps	2	2.40	222	11/22/2017 4:40:21 AM
Edit	X	<input type="checkbox"/>	9295	668978	Deposit (Residential)	5	25.00	222	11/22/2017 4:41:14 AM

Labour Estimates

This is the cost of labour involved in the service

- Click “Labour Estimates” tab
- Click “Save”
- Select ‘Device’ to populate the setup values for ‘Unit of Measure’ and ‘Unit Cost’
- Enter ‘Quantity’ to determine ‘Total Cost’
- Click ‘Save’ to populate the grid below the form

Estimates

Customer Seq No : **668978** Customer Name : **ABUDULAI MALIK** Service Type : **SinglePole SinglePhase**

Route and Cycle Info Load Estimates Material Estimates (A) Labour Estimates Labour Charge (B)

Labour Estimates

Device :	<input style="width: 150px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="button" value="Select Item"/>	Unit of Measure :	<input style="width: 150px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="text"/>
Quantity :	<input style="width: 150px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="text"/>	Unit Cost :	<input style="width: 150px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="text"/>
Total Cost :	<input style="width: 150px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="text"/> <input style="background-color: #009640; color: white; width: 50px; height: 25px; border: none; font-weight: bold; font-size: 10px; margin-left: 10px;" type="button" value="Save"/>		

Action	Delete	Labour ID	Customer Seq No	Item	Quantity	Total Cost	Estimator	Entry Date
<input style="width: 50px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="button" value="Edit"/>	<input style="width: 25px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="button" value="X"/>	9138	668978	Laying of Pole	1	100.00	222	11/22/2017 5:27:40 AM
<input style="width: 50px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="button" value="Edit"/>	<input style="width: 25px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="button" value="X"/>	9139	668978	Stringing 50mm	1	6.00	222	11/22/2017 5:28:42 AM
<input style="width: 50px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="button" value="Edit"/>	<input style="width: 25px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="button" value="X"/>	9140	668978	SinglePole SinglePhase	1	2400.00	222	11/22/2017 5:32:18 AM

Labour Charge

- Click “Labour Charge” tab
- Click “Save” to add

Labour estimate added successfully

Estimates

Customer Seq No : **668978** Customer Name : **ABUDULAI MALIK** Service Type : **SinglePole SinglePhase**

Route and Cycle Info Load Estimates Material Estimates (A) Labour Estimates Labour Charge (B)

Note: You must click this button again if you made changes to Material and Labour estimates.

Click on ‘Save Labour Charge’ to save.

Labour Charge Save Successfully

Estimates

Customer Seq No : **668978** Customer Name : **ABUDULAI MALIK** Service Type : **SinglePole SinglePhase**

Route and Cycle Info Load Estimates Material Estimates (A) Labour Estimates Labour Charge (B)

Note: You must click this button again if you made changes to Material and Labour estimates.

Review

Click on ‘Submit’ in the ‘Review’ column on the form below

It should be noted that once the user submits s/he cannot make changes

Estimates	Review	Customer Seq No	Service Type	Purpose	Station	Status
		105	New Meter	Office	stationA	Pending supervisor approval
		105	New Meter	Office	stationA	Pending supervisor approval
		107	New Meter	Corn Mill	stationA	Pending supervisor approval
	Submit	109	New Meter	Corn Mill	stationA	Pending Approval
Add Estimates		111	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		112	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		113	New Meter	Shop	stationA	Pending load estimate
Add Estimates		114	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		115	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		116	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		117	New Meter	Shop	stationA	Pending load estimate
Add Estimates		119	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		121	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		122	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		123	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		124	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		125	New Meter	Shop	stationA	Pending load estimate
Add Estimates		126	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		1	New Meter	Residential Accomodation	stationA	Pending load estimate

The application is now submitted to the Supervisor for approval

Application submitted to supervisor

Service Applications

Estimates	Review	Customer Seq No	Service Type	Purpose	Station	Status
		105	New Meter	Office	stationA	Pending supervisor approval
		105	New Meter	Office	stationA	Pending supervisor approval
		107	New Meter	Corn Mill	stationA	Pending supervisor approval
		109	New Meter	Corn Mill	stationA	Pending supervisor approval
Add Estimates		111	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		112	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		113	New Meter	Shop	stationA	Pending load estimate
Add Estimates		114	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		115	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		116	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		117	New Meter	Shop	stationA	Pending load estimate
Add Estimates		119	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		121	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		122	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		123	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		124	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		125	New Meter	Shop	stationA	Pending load estimate
Add Estimates		126	New Meter	Corn Mill	stationA	Pending load estimate
Add Estimates		1	New Meter	Residential Accomodation	stationA	Pending load estimate

Service Connection Review

The New Service is submitted to the Supervisor for review

It is to be noted that the Supervisor must login with his profile to review. The supervisor cannot edit anything on the form. He only has to:

- Review the entries and write his comment
- Click ‘Recommend’ or ‘Reject’

Close

Customer Seq No :	109	Customer Name :	fdfdd dffd					
Service Address :	ss	Service Type :	New Meter					
Connection Fee :	406.00	Service Info						
Area :	Northern	Station :	stationA					
Route:	route1	Cycle :	cycle1					
Customer Group :	group1	Tariff:	H					
Load Estimate								
Device	Watage	Amperage	Maximum Demand	Quantity	Total Watage	Kwh Per Month	Estimator	Entry Date
Fridge	250	2	4	2	500	150	5376	26/11/2016 14:02:28
Material Estimate								
Item	Quantity	Total Cost	Estimator	EntryDate				
Bimetallic line Taps	5	6.00	5376	26/11/2016 14:33:23				
Sum: 6								
Labour Estimate								
Item	Quantity	Total Cost	Estimator	Entry Date				
Service Drop	40	400.00	5376	26/11/2016 14:43:22				
Sum: 400								
Comments For Reject								
<input type="text"/>								
							Recommend	Reject

The service connection is recommended for the Area Commercial Officer (ACO) or Area Manager to approve under the following conditions.

1. The ACO approves estimates for services such as new meter, separate meter or meter replacement
2. The ACO recommend a new service involving additional pole (construction) to the Area Manager to approve.

Service connection recommended successfully

Service Connection Review

Action	Customer Seq No	Service Type	Purpose	Station	Status
View Details	105	New Meter	Office	stationA	Pending supervisor approval
View Details	105	New Meter	Office	stationA	Pending supervisor approval
View Details	107	New Meter	Corn Mill	stationA	Pending supervisor approval

Approval:

Click ‘View Details’

Object reference not set to an instance of an object.

Service Connection Review

Action	Customer Seq No	Service Type	Purpose	Station	Status
View Details	105	New Meter	Office	stationA	Pending supervisor approval
View Details	105	New Meter	Office	stationA	Pending supervisor approval
View Details	107	New Meter	Corn Mill	stationA	Pending supervisor approval

Approval for Service Connection

Click ‘View Details’

Service Connection Review

Action	Customer Seq No	Service Type	Purpose	Station	Status
View Details	109	New Meter	Corn Mill	stationA	Pending approval

Close

Customer Seq No :	109	Customer Name :	fdfdd dffd
Service Address :	ss	Service Type :	New Meter
Connection Fee :	406.00		

Service Info

Area :	Northern	Station :	stationA
Route:	route1	Cycle :	cycle1
Customer Group :	group1	Tariff:	H

Load Estimate

Device	Watage	Amperage	Maximum Demand	Quantity	Total Watage	Kwh Per Month	Estimator	Entry Date
Fridge	250	2	4	2	500	150	5376	26/11/2016 14:02:28

Load Estimate

Device	Watage	Amperage	Maximum Demand	Quantity	Total Watage	Kwh Per Month	Estimator	Entry Date
Fridge	250	2	4	2	500	150	5376	26/11/2016 14:02:28

Material Estimate

Item	Quantity	Total Cost	Estimator	EntryDate
Bimetallic line Taps	5	6.00	5376	26/11/2016 14:33:23
Sum: 6				

Labour Estimate

Item	Quantity	Total Cost	Estimator	Entry Date
Service Drop	40	400.00	5376	26/11/2016 14:43:22
Sum: 400				

Comments For Reject

Load Estimate

Device	Watage	Amperage	Maximum Demand	Quantity	Total Watage	Kwh Per Month	Estimator	Entry Date
Fridge	250	2	4	2	500	150	5376	26/11/2016 14:02:28

Material Estimate

Item	Quantity	Total Cost	Estimator	EntryDate
Bimetallic line Taps	5	6.00	5376	26/11/2016 14:33:23
Sum: 6				

Labour Estimate

Item	Quantity	Total Cost	Estimator	Entry Date
Service Drop	40	400.00	5376	26/11/2016 14:43:22
Sum: 400				

Comments For Reject

Reduce the quantity of materials to 4

Click ‘Approve’ or ‘Reject’

Service connection approved successfully

Service Connection Review

Action	Customer Seq No	Service Type	Purpose	Station	Status
No records to display.					

Area Manager Approval:

Approved Service Connections

Click ‘Print’ to generate the service agreement for the customer

The Area Manager clicks ‘Print’ ‘Close’

[Close](#) [Print](#)

fdfdd dffd

26/11/2016

ss

Dear Sir/Madam,

QUOTATION FOR SERVICE CONNECTION
SINGLE PHASE-NON RESIDENTIAL SERVICE

With reference to your request for power supply to your premises, this is to advise that your contribution towards the cost of connecting electricity to your premises is Ghc 406. In addition, you are to provide the following materials, which will be inspected by VRA/NED personnel before accepted for the job.

Item Description	Quantity
Bimetallic line Taps	5

You are also to pay a security deposit of Ghc 10.00 (ten Ghana cedis) only as a guarantee against default in payment of your future bills. This will be refunded at any time that you decide to terminate the supply agreement.

On payment of this amount to our Finance Officer, you will be required to execute the necessary agreement(s) at our office in conjunction with a licensed electrical contractor to enable the installation of service. Work will be scheduled for execution immediately after payment of your execution and expected to be completed within two (2) weeks thereafter.

If you are a tenant and not the owner of the premises, it is necessary for the landlord to agree by signing on the agreement form that he will accept the responsibility for any outstanding bills or damage to the Authority's property.

You are required to arrange with a licensed contractor to carry out the necessary wiring and to bring the wiring back to a suitable position for the meter. The position of a meter and service cut-outs will be given by our Customer Service Assistant. You are reminded of the regulation that once an installation has been tested and commissioned by this Authority, no alteration or additional work may be carried out without prior permission in writing from the office.

Notwithstanding your line of construction or contribution, VRA/NED may connect any customer on the line without further notice to you.

In addition, you will not be permitted to change the use of this service for any purpose other than the purpose for which it is requested.

The quotation allows for one pre-paid meter only.

Your contribution is subject to review after three months.

Yours faithfully,

Robert O. Babanvo
Ag. AREA MANAGER

Account Generation

Customer Account Number Generation

Action	Customer Seq No	Service Type	Purpose	Station	Status
Generate	108	New Meter	Corn Mill	stationA	pending account generation
Generate	109	New Meter	Corn Mill	stationA	pending account generation
Generate	110	New Meter	Corn Mill	stationA	pending account generation

Click ‘Generate’

Close

Account Number :

Customer Seq No : **108** Customer Name : **dsds ds**

Approved By : **001** Approved Date : **24/11/2016 13:58:05**

Generate Account Number

Click ‘Generate Account Number’ to generate account number for the customer

Close

Account Number : **106085224**

Customer Seq No : **108** Customer Name : **dsds ds**

Approved By : **001** Approved Date : **24/11/2016 13:58:05**

Click ‘Close’ to close

Once the User clicks ‘Close’ on the previous form, the account being generated is missing from the form below as it is now missing from the grid below:

Payment for Service:

The customer must now use the generated account number to pay for the service. The process is as follows:

- Click ‘Cash Transactions’
- Click ‘Online Cash Input’
- Enter the account number
- Enter the service details

Online Cash Input

Current Balance 0.00

Customer Account ID :	106084400	Customer Name :	KWAKU NICHOLAS EGE						
Service Address :	PLT/NO 97 MIM	Payment Mode :	Cash						
Transaction Amount :	406	Station :	stationA						
Cheque Details :		Cheque Number :							
Checque Date :									
Transaction Type :	Payment on Accou	Customer Group :	group3						
Customer Group :	group3	Tariff :	R						
Today's Total	0.00	Save							
Action	Receipt No	Customer Account ID	Customer Name	Amount	Payment Mode	Transaction Type	Customer Group	Tariff ID	Action
No records to display.									

Transaction added successfully

Online Cash Transaction Receipt

NEDCo
NORTHERN ELECTRICITY DISTRIBUTION COMPANY

Customer Acc	Service Address	Customer Name			
876787	KWAKU NICHOLAS EGEH				
Online Cash Transaction Receipt	Payment Date:	Customer Account ID:			
	10/02/2017	106084400			
Customer Group	Cheque Details	Payment Mode:			
	KWAKU NICHOLAS EGEH	Cash			
Customer Group	Cheque Date	Cheque Number:			
Customer Group	Transaction Ty	Service Address			
Customer Group	Customer Gro	Customer Station:			
		stationA			
Customer Group	Payment Mode:	Cash			
	Cashier ID:	001			
Customer Group	Payment Station:	stationA			
	Amount Paid Ghs:	406			
Action	Print	Transaction Type	Customer Group	Tariff ID	Action
	0.000000	NICHOLAS	406.00	CASH	
		EGEH			Request Reversal

Online Cash Input

Customer Account ID :	<input type="text"/>		
Service Address :	<input type="text"/>	Customer Name :	<input type="text"/>
Transaction Amount :	<input type="text"/>	Payment Mode :	Cash ▾
Cheque Details :	<input type="text"/>	Cheque Number :	<input type="text"/>
Chcque Date :	<input type="text"/> 		
Transaction Type :	Payment on Accou ▾	Station :	<input type="text"/> ▾
Customer Group :	<input type="text"/> ▾	Tarrif :	<input type="text"/> ▾
Today's Total 406.00		Save	

	Action	Receipt No	Customer Account ID	Customer Name	Amount	Payment Mode	Transaction Type	Customer Group	Tariff ID	Action
▶	Print	876787	106084400	KWAKU NICHOLAS EGEH	406.00	Cash	Payment on Account	group3	R	Request Reversal

Print Receipt:

Click 'Print'

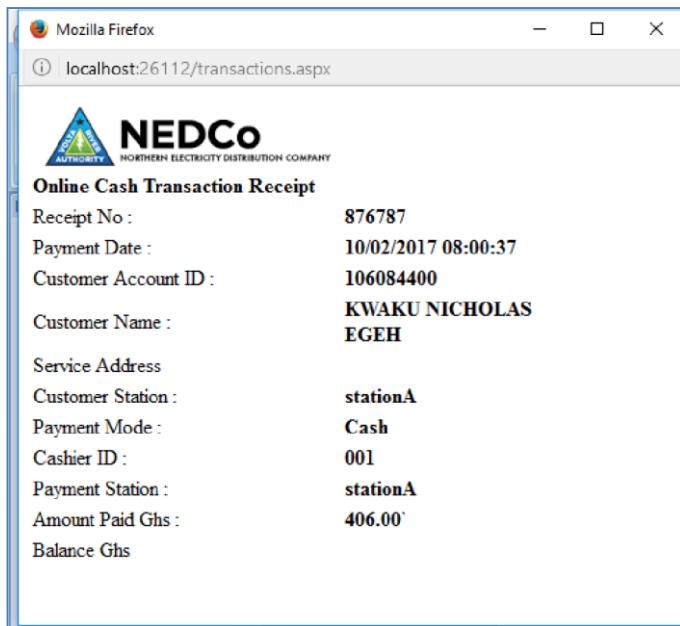
Print Transaction Receipt

Print

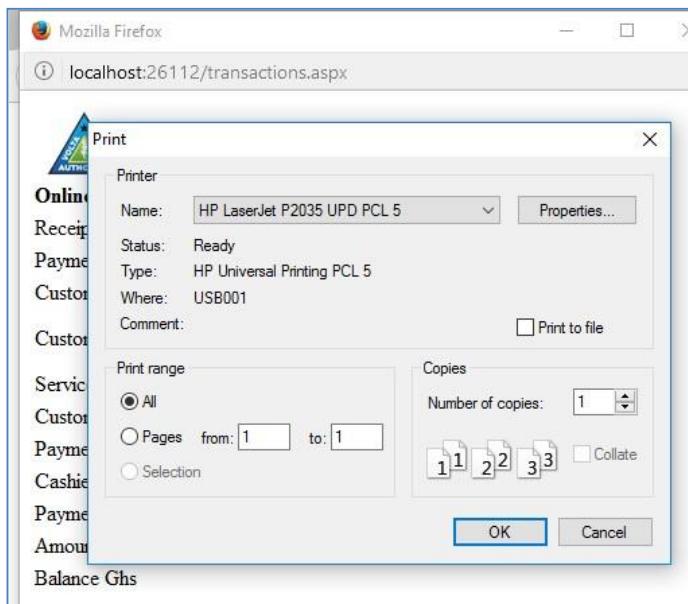
 **NEDCo**
NORTHERN ELECTRICITY DISTRIBUTION COMPANY

Online Cash Transaction Receipt

Receipt No :	876787
Payment Date :	10/02/2017 08:00:37
Customer Account ID :	106084400
Customer Name :	KWAKU NICHOLAS EGEH
Service Address	
Customer Station :	stationA
Payment Mode :	Cash
Cashier ID :	001



Select a printer to print



Request Reversal

The transaction is reversed if there is any issue with it. In this case, the transaction is reversed to the cashier to rectify the error and reprint.

- Click ‘Request Reversal’ from the grid
- The transaction is returned to the cashier.

Transaction marked for reversal

Online Cash Input

Customer Account ID :	<input type="text"/>		
Service Address :	<input type="text"/>	Customer Name :	<input type="text"/>
Transaction Amount :	<input type="text"/>	Payment Mode :	Cash <input type="button" value="▼"/>
Cheque Details :	<input type="text"/>	Cheque Number :	<input type="text"/>
Chcque Date :	<input type="text"/> <input type="button" value="Calendar"/>		
Transaction Type :	Payment on Accou <input type="button" value="▼"/>	Station :	<input type="text"/> <input type="button" value="▼"/>
Customer Group :	<input type="text"/> <input type="button" value="▼"/>	Tariff :	<input type="text"/> <input type="button" value="▼"/>
Today's Total	406.00	<input type="button" value="Save"/>	

	Action	Receipt No	Customer Account ID	Customer Name	Amount	Payment Mode	Transaction Type	Customer Group	Tariff ID	Action
▶	<input type="button" value="Print"/>	876787	106084400	KWAKU NICHOLAS EGEH	406.00	Cash	Payment on Account	group3	R	

Customer Account Number Generation

	Action	Customer Seq No	Service Type	Purpose	Station	Status
▶	<input type="button" value="Generate"/>	109	New Meter	Corn Mill	stationA	pending account generation
▶	<input type="button" value="Generate"/>	110	New Meter	Corn Mill	stationA	pending account generation

Report Generation

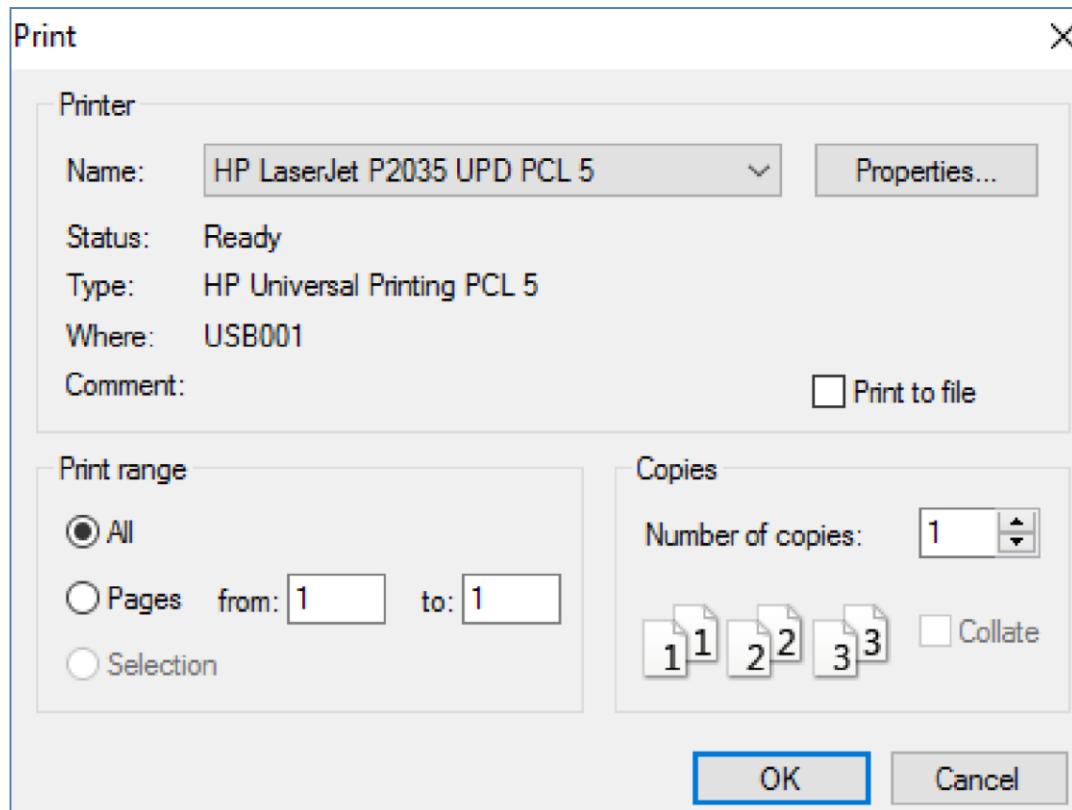
This module generates the agreement between NEDCo and Customer

Click on 'Report Generation'

	Close	Print
NORTHERN ELECTRICITY DISTRIBUTION COMPANY (NEDCO) ELECTRICAL SERVICE AGREEMENT		
CUSTOMER NAME: BASHIRU MOHAMMED		CONTRACT NO: 201000001
THE UNDERSIGNED, herein called the customer, hereby request the Northern Electricity Distribution Company of the Volta River Authority hereafter referred to as NEDCO to supply power at the property described as:		
Premises: Residential	Commercial	Industrial (LV, HV, MV)
Service Category: 01	Service Name: New Service (e.g Single Phase Service Drop)	
This application when signed by the customer and executed by NEDCO by the signature of its authorising officer, shall be a contract between the customer and NEDCO. The customer and NEDCO agree to comply with the conditions of the agreement hereof and agree that the said conditions are part of this contract.		
The customer agrees to take power from NEDCO in accordance with the terms and conditions hereof and take the same exclusively from NEDCO. If the owner(s) of the property described in this contract undertake all obligations hereof jointly and severally with the customer.		
LANDLORD: ABDALLAH	CUSTOMER: BASHIRU MOHAMMED	
ADDRESS: ADDRESS LANDLORD = TAMALE	ADDRESS: STORE #H/NO B 429 TISHEGU TAMALE	
SIGNATURE: DATE:	SIGNATURE: DATE:	
ACCEPTED AND EXECUTED BY NEDCO		
SIGNATURE: Adolf Agbodza Area Commercial Manager DATE:		

The User can ‘Close’ to close the form or click ‘Print’ to print as follows:

- Click ‘Print’
- Select the right printer name
- Click ‘Ok’ to print or ‘Cancel’ to cancel print



METER MANAGEMENT

The meters will be collected at the head office and setup

Meter Setup

- Enter 'Meter Make', 'Phase' and 'Meter Type'
- Upon entry of 'Number of Digits' the 'Maximum Reading' is determined

Meter Setup

Meter Make :	Nisson	Meter Type :	Slomburger ▾
Phase :	3	Number of Digits :	9
Maximum Reading :	999999999	Meter Rating :	2
Meter Serial Start No :	1	Meter Serial End No :	9

Save

	Edit	Delete	Meter ID	Meter Make	Meter Type	Phase	Number Of Digits	Meter Serial No	Meter Rating
			1	Nisson	DSFASFAS	3	9	10	5
			1	Nisson	DSFASFAS	3	9	9	5
			1	Nisson	DSFASFAS	3	9	8	5
			1	Nisson	DSFASFAS	3	9	7	5
			1	Nisson	DSFASFAS	3	9	6	5
			1	Nisson	DSFASFAS	3	9	5	5
			1	Nisson	DSFASFAS	3	9	4	5
			1	Nisson	DSFASFAS	3	9	3	5
			1	Nisson	DSFASFAS	3	9	2	5
			1	Nisson	DSFASFAS	3	9	1	5

- Click ‘Save’ and the last meter entered is saved into the grid as it can be seen in the first row of the grid.

Meter added successfully

Meter Setup

Meter Make :	<input type="text"/>	Meter Type :	<input type="text"/> Slomburger ▾
Phase :	<input type="text"/>	Number of Digits :	<input type="text"/>
Maximum Reading :	<input type="text"/>	Meter Rating :	<input type="text"/>
Meter Serial Start No :	<input type="text"/>	Meter Serial End No :	<input type="text"/>
Save			

	Edit	Delete	Meter ID	Meter Make	Meter Type	Phase	Number Of Digits	Meter Serial No	Meter Rating
			22	Nisson	Slomburger	3	9	9	2
			22	Nisson	Slomburger	3	9	8	2
			22	Nisson	Slomburger	3	9	7	2
			22	Nisson	Slomburger	3	9	6	2
			22	Nisson	Slomburger	3	9	5	2
			22	Nisson	Slomburger	3	9	4	2
			22	Nisson	Slomburger	3	9	3	2
			22	Nisson	Slomburger	3	9	2	2
			22	Nisson	Slomburger	3	9	1	2
			1	Nisson	DSFASFAS	3	9	10	5
			1	Nisson	DSFASFAS	3	9	9	5
			1	Nisson	DSFASFAS	3	9	8	5
			1	Nisson	DSFASFAS	3	9	7	5
			1	Nisson	DSFASFAS	3	9	6	5

Central Meter Store:

The store assigns the meter from the Central Meter Store at the Head Office to the Areas as follows:

- Click dropdown to ‘Select Area’
- Tick the meter(s) to assign to the area (more than one meter or all available meters can be assigned to a station)
- Click ‘Assign’

Select Area :		Northern		Assign			
	Meter ID	Meter Make	Meter Type	Meter Phase	Meter Serial No	Meter Rating	Status
	1	Nisson	DSFASFAS	3	1	5	Reassigned To Station
	1	Nisson	DSFASFAS	3	2	5	Reassigned To Station
<input type="checkbox"/>	1	Nisson	DSFASFAS	3	3	5	Reassigned To Area
	1	Nisson	DSFASFAS	3	4	5	Reassigned To Station
	1	Nisson	DSFASFAS	3	5	5	Assigned To Area
<input checked="" type="checkbox"/>	1	Nisson	DSFASFAS	3	6	5	Unassigned
<input type="checkbox"/>	1	Nisson	DSFASFAS	3	7	5	Unassigned
<input type="checkbox"/>	1	Nisson	DSFASFAS	3	8	5	Unassigned
<input type="checkbox"/>	1	Nisson	DSFASFAS	3	9	5	Unassigned
<input type="checkbox"/>	1	Nisson	DSFASFAS	3	10	5	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	1	2	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	2	2	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	3	2	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	4	2	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	5	2	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	6	2	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	7	2	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	8	2	Unassigned
<input type="checkbox"/>	22	Nisson	Slomburger	3	9	2	Unassigned

- The status of the selected meter will be changed from ‘Unassigned’ to ‘Assigned to Area’
- The option to tick the meter for assigned is off
- There is a confirmation message to the user (**Meter(s) assigned to Area successfully**)

Meter(s) assigned to Area successfully

Assign Meters to Areas

Select Area : Northern

<input type="checkbox"/>	Meter ID	Meter Make	Meter Type	Meter Phase	Meter Serial No	Meter Rating	Status
	1	Nisson	DSFASFAS	3	1	5	Reassigned To Station
	1	Nisson	DSFASFAS	3	2	5	Reassigned To Station
<input checked="" type="checkbox"/>	1	Nisson	DSFASFAS	3	3	5	Reassigned To Area
	1	Nisson	DSFASFAS	3	4	5	Reassigned To Station
	1	Nisson	DSFASFAS	3	5	5	Assigned To Area
	1	Nisson	DSFASFAS	3	6	5	Assigned To Area
<input checked="" type="checkbox"/>	1	Nisson	DSFASFAS	3	7	5	Unassigned
<input checked="" type="checkbox"/>	1	Nisson	DSFASFAS	3	8	5	Unassigned
<input checked="" type="checkbox"/>	1	Nisson	DSFASFAS	3	9	5	Unassigned
<input checked="" type="checkbox"/>	1	Nisson	DSFASFAS	3	10	5	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	1	2	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	2	2	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	3	2	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	4	2	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	5	2	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	6	2	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	7	2	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	8	2	Unassigned
<input checked="" type="checkbox"/>	22	Nisson	Slomburger	3	9	2	Unassigned

Assigning Meters to Stations

Meters are first of all assigned to Areas then assigned from the Areas to the Stations. The meters can be assigned in batches to stations as follows:

- Select Source Station
- Select meter batch
- Enter number of meters to assign
- Click ‘Assign’

Meter(s) assigned to Station successfully

Meter Assignment to Stations

Select Station :

Select Meter Batch :

Enter Quantity :

Assign

	<input type="checkbox"/>	MID	Meter Batch	Meter Phase	Meter Type	Area	Meter Serial No	Meter Rating	Meter Start No	Meter End No	Status
▶	<input type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	10	2	1	100	Assigned To Station
▶	<input type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	9	2	1	100	Assigned To Station
▶	<input type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	8	2	1	100	Unassigned
▶	<input type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	7	2	1	100	Unassigned
▶	<input type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	6	2	1	100	Unassigned
▶	<input type="checkbox"/>	1	nison	1	Meter Type xcx4	area 2 Northern	4	2	1	5	Unassigned
▶	<input type="checkbox"/>	1	nison	1	Meter Type xcx4	area 2 Northern	3	2	1	5	Unassigned
▶		1	Nison	3	Meter Type xcx4	area 2 Northern	6	5	1	10	Reassigned To Station
▶	<input type="checkbox"/>	1	Nison	3	Meter Type xcx4	area 2 Northern	5	5	1	10	Unassigned
▶	<input type="checkbox"/>	1	Nison	3	Meter Type xcx4	area 2 Northern	4	5	1	10	Reassigned To Area

Meter Assignment to Stations

Select Station :

Assign

	<input type="checkbox"/>	MID	Meter Make	Meter Phase	Meter Type	Area	Meter Serial No	Meter Rating	Status
▶	<input checked="" type="checkbox"/>	1	Nisson	3	DSFASFAS	Northern	6	5	Unassigned
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	Northern	5	5	Unassigned
▶		1	Nisson	3	DSFASFAS	Northern	4	5	Reassigned To Station
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	Northern	3	5	Reassigned To Area
▶		1	Nisson	3	DSFASFAS	Northern	2	5	Reassigned To Station
▶		1	Nisson	3	DSFASFAS	Northern	1	5	Reassigned To Station

- The user receives a confirmation (**Meter(s) assigned to Station successfully**)
- The status of the meter has changed from ‘Unassigned’ to ‘Assigned to Station’ as shown below:

Meter(s) assigned to Station successfully

Meter Assignment to Stations

Select Station : stationB

	MID	Meter Make	Meter Phase	Meter Type	Area	Meter Serial No	Meter Rating	Status
▶	1	Nisson	3	DSFASFAS	Northern	6	5	Assigned To Station
▶	1	Nisson	3	DSFASFAS	Northern	5	5	Unassigned
▶	1	Nisson	3	DSFASFAS	Northern	4	5	Reassigned To Station
▶	1	Nisson	3	DSFASFAS	Northern	3	5	Reassigned To Area
▶	1	Nisson	3	DSFASFAS	Northern	2	5	Reassigned To Station
▶	1	Nisson	3	DSFASFAS	Northern	1	5	Reassigned To Station

To transfer all available meters, the user can check the topmost left corner checkbox to assign and click 'Assign' as shown below

Select Station :	Station 201 <input type="button" value="▼"/>	Select Meter Batch :	1 <input type="button" value="▼"/>	Enter Quantity :	6	<input type="button" value="Assign"/>					
	<input checked="" type="checkbox"/>	MID	Meter Batch	Meter Phase	Meter Type	Area	Meter Serial No	Meter Rating	Meter Start No	Meter End No	Status
▶	<input checked="" type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	10	2	1	100	Assigned To Station
▶	<input checked="" type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	9	2	1	100	Assigned To Station
▶	<input checked="" type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	8	2	1	100	Unassigned
▶	<input checked="" type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	7	2	1	100	Unassigned
▶	<input checked="" type="checkbox"/>	1	1	3	Slomburger	area 2 Northern	6	2	1	100	Unassigned
▶	<input checked="" type="checkbox"/>	1	nison	1	Meter Type xcx4	area 2 Northern	4	2	1	5	Unassigned
▶	<input checked="" type="checkbox"/>	1	nison	1	Meter Type xcx4	area 2 Northern	3	2	1	5	Unassigned
▶	<input checked="" type="checkbox"/>	1	Nison	3	Meter Type xcx4	area 2 Northern	6	5	1	10	Reassigned To Station
▶	<input checked="" type="checkbox"/>	1	Nison	3	Meter Type xcx4	area 2 Northern	5	5	1	10	Unassigned
▶	<input checked="" type="checkbox"/>	1	Nison	3	Meter Type xcx4	area 2 Northern	4	5	1	10	Reassigned To Area

Meter Reassignments

Reassignment to stations:

The meter can be reassigned to stations as follows:

- Select Station
- Tick the required meter
- Click ‘Reassign’

Meter Reassignment to Areas/Stations

Select Station : stationA

	<input type="checkbox"/>	Meter ID	Meter Make	Meter Phase	Meter Type	Meter Serial No	Meter Rating	Station Id	Status
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	6	5	stationB	Unassigned
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	1	5	stationA	Unassigned
▶	<input checked="" type="checkbox"/>	1	Nisson	3	DSFASFAS	2	5	stationB	Unassigned
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	3	5	stationA	Unassigned
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	4	5	stationB	Unassigned

- The user receives a confirmation (**Meter(s) assigned to Station successfully**) □ The reassigned meter is removed from the grid as can be seen below:

Meter(s) reassigned to Station successfully

Meter Reassignment to Areas/Stations

Select Station : stationA

	<input type="checkbox"/>	Meter ID	Meter Make	Meter Phase	Meter Type	Meter Serial No	Meter Rating	Station Id	Status
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	6	5	stationB	Unassigned
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	1	5	stationA	Unassigned
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	2	5	stationA	Unassigned
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	3	5	stationA	Unassigned
▶	<input type="checkbox"/>	1	Nisson	3	DSFASFAS	4	5	stationB	Unassigned

It is possible to reassign a meter from one station to another station

Unassigned meter at Station B has been reassigned to Station B as below:

Meter(s) reassigned to Station successfully

Meter Reassignment to Areas/Stations

Select Station : stationA

	Meter ID	Meter Make	Meter Phase	Meter Type	Meter Serial No	Meter Rating	Station Id	Status
▶	1	Nisson	3	DSFASFAS	6	5	stationA	Unassigned
▶	1	Nisson	3	DSFASFAS	1	5	stationA	Unassigned
▶	1	Nisson	3	DSFASFAS	2	5	stationA	Unassigned
▶	1	Nisson	3	DSFASFAS	3	5	stationA	Unassigned
▶	1	Nisson	3	DSFASFAS	4	5	stationB	Unassigned

Reassignment to areas:

Meter(s) reassigned to Area successfully

Meter Reassignment to Areas/Stations

Select Area : Northern

	Meter ID	Meter Make	Meter Phase	Meter Type	Meter Serial No	Meter Rating	Area ID	Status
▶	1	Nisson	3	DSFASFAS	6	5	Northern	Reassigned To Area
▶	<input checked="" type="checkbox"/> 1	Nisson	3	DSFASFAS	5	5	Northern	Unassigned
▶	1	Nisson	3	DSFASFAS	4	5	Northern	Reassigned To Station
▶	1	Nisson	3	DSFASFAS	3	5	Northern	Reassigned To Area
▶	1	Nisson	3	DSFASFAS	2	5	Northern	Reassigned To Station
▶	1	Nisson	3	DSFASFAS	1	5	Northern	Reassigned To Station

Add more info on reassignment to stations:

Request for Meter

Once meters are assigned to stations, they can now be requested for customers. The process is as below:

Request For Meter

Service Type :	ServiceDrop Single ▼	Old Meter Serial :	<input type="text"/>						
Customer Account Number :	<input type="text"/>	Customer Name :	<input type="text"/>						
Type :	Select Type ▼	Billing Type :	Select Billing Type ▼						
Meter Rating :	<input type="text"/>	Meter Phase :	<input type="text"/>						
<input type="button" value="Submit Request"/>									
		Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
▶		201000006	ServiceDrop SinglePhase	Slomburger		1	Post Paid	Station 201	Pending Review
▶	Edit Comments	201000005	ServiceDrop ThreePhase	General Electric	2	1	Pre Paid	Station 201	Meter request rejected
▶		201000001	ServiceDrop ThreePhase	General Electric	1.2		Post Paid	Station 201	Pending Meter Assignment

The user can click ‘Edit’ and edit the meter and update or cancel as shown below

		Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
▶		201000006	ServiceDrop SinglePhase	Slomburger		1	Post Paid	Station 201	Pending Review
▶	Edit Comments	201000005	ServiceDrop ThreePhase	General Electric	2	1	Pre Paid	Station 201	Meter request rejected
Meter Type: <input type="button" value="General Electric ▼"/> Meter Rating: <input type="text" value="2"/> Meter Phase: <input type="text" value="1"/> Billing Type: <input type="button" value="Pre Paid ▼"/>									
<input type="button" value="Update and Submit"/> <input type="button" value="Cancel"/>									
▶		201000001	ServiceDrop ThreePhase	General Electric	1.2		Post Paid	Station 201	Pending Meter Assignment

Meter Request Review

The meters requested by a senior officer who either recommend or reject the request.

In all cases the selected meter is removed from the grid after recommendation or rejection

Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
Review	106085223	New Meter	Slomburger	33	33	Pre Paid	stationA	Pending Review
Review	106085223	New Meter	Slomburger	23	22	Pre Paid	stationA	Pending Review
Review	106085223	New Meter	Slomburger	2	2	Pre Paid	stationA	Pending Review
Review	106085222	New Meter	Slomburger	3	6	Pre Paid	stationA	Pending Review
Review	106085223	New Meter	Slomburger	3	6	Pre Paid	stationA	Pending Review

Recommend

- Click ‘Review’
- Click ‘Recommend’ to recommend meter

Close

Customer Account Number :	<input type="text" value="106085223"/>	Customer Name :	<input type="text" value="James Mensah"/>
Phase :	<input type="text" value="2"/>	Billing Type :	<input type="text" value="Pre Paid"/>
Type :	<input type="text" value="Slomburger"/>	Meter Rating :	<input type="text" value="2"/>
Request Date :	<input type="text" value="24/11/2016"/>	Service Type :	<input type="text" value="New Meter"/>

Load Estimate

Customer Seq No	Device	Watage	Amperage	Maximum Demand	Quantity	Total Watage	Kwh Per Month	Estimator
104	Electric Cooker	12	12	1	1	12	0.12	001

Comments For Reject

Recommend
Reject

Meter request recommended

Meter Request Review

Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
Review	106085223	New Meter	Slomburger	23	22	Pre Paid	stationA	Pending Review
Review	106085223	New Meter	Slomburger	2	2	Pre Paid	stationA	Pending Review
Review	106085222	New Meter	Slomburger	3	6	Pre Paid	stationA	Pending Review
Review	106085223	New Meter	Slomburger	3	6	Pre Paid	stationA	Pending Review

Reject

- Click 'Review'
- Enter comment to reject
- Click 'Reject'

,

Close

Customer Account Number :	106085223	Customer Name :	James Mensah
Phase :	33	Billing Type :	Pre Paid
Type :	Slomburger	Meter Rating :	33
Request Date :	23/11/2016	Service Type :	New Meter

Load Estimate

Customer Seq No	Device	Watage	Amperage	Maximum Demand	Quantity	Total Watage	Kwh Per Month	Estimator
104	Electric Cooker	12	12	1	1	12	0.12	001

Comments For Reject

Change phase to 3

Recommend **Reject**

Meter request rejected

Meter Request Review

Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
Review	106085223	New Meter	Slomburger	2	2	Pre Paid	stationA	Pending Review
Review	106085222	New Meter	Slomburger	3	6	Pre Paid	stationA	Pending Review
Review	106085223	New Meter	Slomburger	3	6	Pre Paid	stationA	Pending Review

Area Manager Approval

Recommended meters get to the Area Manager for further review for approval or rejection. The Manager can click ‘Approve’, ‘Reject’ or ‘Close’ the form

Meter Request Approval

Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
Review	106085223	New Meter	Slomburger	33	33	Pre Paid	stationA	Pending Approval

Approve meter:

Click ‘Review’

Close

Customer Account Number :	106085223	Customer Name :	James Mensah
Phase :	33	Billing Type :	Pre Paid
Meter Type :	Slomburger	Meter Rating :	33
Request Date :	23/11/2016	Station :	stationA
Service Type :	New Meter		
Recommended By :	5376	Recommended Date :	27/11/2016
Approve Reject			

Click ‘Approve’ to approve

Meter request approved

Meter Request Approval

Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
No records to display.								

Reject meter:

For a rejection the meter still remains in the grid which the assigned officer can attend to

- Enter comments
- Click ‘Reject’

Close

Customer Account Number :	106085223	Customer Name :	James Mensah
Phase :	2	Billing Type :	Pre Paid
Meter Type :	Slomburger	Meter Rating :	2
Request Date :	24/11/2016	Station :	stationA
Service Type :	New Meter		
Recommended By :	5376	Recommended Date :	27/11/2016

Approve **Reject**

Meter Assignment to Customers

A meter can be assigned to a customer upon availability. The required meter is assigned upon availability. If there is no meter, the customer will temporarily placed on a flat rate. The customer will be required to pay the flat rate until a new meter is assigned.

Pending Meter Assignments

	Assign	Assign	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
▶	Meter	Flat Rate	201000001	ServiceDrop ThreePhase	General Electric	1.2		Post Paid	Station 201	Pending Meter Assignment

The User can click ‘Meter’ or ‘Flat Rate’

Flat Rate Option

Click ‘Flat Rate’

Close

Account Number: **201000001**

Customer Name: **BASHIRU MOHAMMED**

Flat Rate Amount:

Submit For Review

- Enter authorized ‘Flat Rate Amount’
- Click ‘Submit for Review’ by a Senior Officer
- Click ‘Close’ to exit

Flat rate submitted for review

Pending Meter Assignments

	Assign	Assign	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
▶	Meter	Flat Rate	201000001	ServiceDrop ThreePhase	General Electric	1.2		Post Paid	Station 201	Pending Meter Assignment

FLAT RATE MANAGEMENT

Flat rate applies to customers who at the time of assigning meter has none available or their consumption has been monitored to be stable overtime and the institution deem it fit to put them on flat rate for a period. They can later be assigned a meter if it becomes fitting to do so. Sub modules are shown below:



Flat Rate Review

For many customer accounts, the user can search by 'Account No' or 'Customer Name' to facilitate the process

Flat Rate Review				
Action	Account No	Customer Name	Flat Rate Amount	Status
	<input type="text"/>	<input type="text"/>		
View Details	20100001	BASHIRU MOHAMMED	45	Pending Recommendation

Click 'View Details'

[Cancel](#)

Flat Rate Review

Account Number:	201000001
Account Name:	BASHIRU MOHAMMED
Flat Rate Amount:	45
Comment:	
Recommend Reject	

The Senior Officer Clicks ‘Recommend’ or enters a comment and clicks ‘Reject’ to accept or reject respectively.

Click ‘Cancel’ to close the form

Flat rate recommend for approval

Flat Rate Review

Action	Account No	Customer Name	Flat Rate Amount	Status
	<input type="text"/>	<input type="text"/>		
No records to display.				

Flat Rate Approval

Approval is done by the next Senior Officer after the review

Flat Rate Approval

Action	Account No	Customer Name	Flat Rate Amount	Status
	<input type="text"/>	<input type="text"/>		
View Details	201000001	BASHIRU MOHAMMED	45	Pending Approval

Click ‘View Details’

[Cancel](#)

Flat Rate Review

Account Number: 201000001

Account Name: BASHIRU MOHAMMED

Flat Rate Amount: 45

Comment:

[Recommend](#) [Reject](#)

Click ‘Recommend’

Flat rate approved

Flat Rate Approval

Action	Account No	Customer Name	Flat Rate Amount	Status
	<input type="text"/>	<input type="text"/>		
No records to display.				

Alternatively, enter your comments to reject

Flat Rate Customers

Below is a grid showing a flat rate customer.

Flat Rate Customers

Action	Account No	Customer Name	Flat Rate Amount	Status	Assigned Date
	<input type="text"/>	<input type="text"/>			
Remove From Flat Rate	201000001	BASHIRU MOHAMMED	45	Approved	Feb 6 2017 12:00AM

Remove from Flat Rate:

Upon availability of a meter, the flat rate status of a customer is changed as follows:

Click ‘Remove from Flat Rate’ to remove the customer from the grid

User removed from Flat Rate

Flat Rate Customers

Action	Account No	Customer Name	Flat Rate Amount	Status	Assigned Date
	<input type="text"/>	<input type="text"/>			

No records to display.

The customer can then be assigned a meter

The meter has become available to be reassigned to the customer

Pending Meter Assignments

	Assign	Assign	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
	Meter	Flat Rate	101000295	ServiceDrop ThreePhase	Slomburger	2	1	Pre Paid	Station 201	Pending Meter Assignment

Meter option:

- Click ‘Meter’
- Enter Meter details, Meter Serial No. , Meter Multiplier, Maximum Demand Unit, Power Factor, etc.
- Click ‘Assign’ to proceed
- Click ‘Close’ to exit

[Close](#)

Customer Account Number :	101000295	Customer Name :	DIRECTOR, HEALTH SER
Route:	101045000	Cycle :	Cyl 101045
Phase :	1	Billing Type :	Pre Paid
Meter Type :	Slomburger	Meter Rating :	2
Request Date :	2/6/2017	Station :	Station 201
Recommended By :	001	Recommended Date :	2/6/2017
Approved By :	Adolf Agbodza	Approved Date :	2/6/2017
Meter Serial No :	4		
Meter Multiplier :	2.00		
Maximum Demand Unit :	2000.00	Power Factor :	4
Assign			

Pending Meter Assignments

Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
Assign	106085223	New Meter	DSFASFAS	5	6	Pre Paid	stationA	Pending Meter Assignment
Assign	106085223	New Meter	Slomburger	33	33	Pre Paid	stationA	Pending Meter Assignment

- Click ‘Assign’ to assign the respective meter in the grid
- Enter the other specifications on the meter

Close

Customer Account Number :	106085223	Customer Name :	James Mensah
Route:	route1	Cycle :	cycle1
Phase :	6	Billing Type :	Pre Paid
Meter Type :	DSFASFAS	Meter Rating :	5
Request Date :	23/11/2016	Station :	stationA
Recommended By :	001	Recommended Date :	23/11/2016
Approved By :	Adolf Agbodza	Approved Date :	23/11/2016
Meter Serial No :	3		
Meter Multiplier :	4.00		
Maximum Demand Unit:	6.00	Power Factor :	5.00
Assign			

- Click ‘Assign’ or ‘Close’ to continue
- The assigned meter is deleted from the grid

Meter assigned successfully

Pending Meter Assignments

Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Station	Status
Assign	106085223	New Meter	Slomburger	33	33	Pre Paid	stationA	Pending Meter Assignment

Meter Installations

Meters to be installed in the customer’s premises are further verified before installation.

The user can enter further details on the meter and click ‘Search’ to get details on the meter

<input style="width: 150px; height: 25px; border: 1px solid #ccc; margin-right: 10px;" type="text" value="Search:"/> Search								
Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Status	
Enter Meter Installation	106085223	New Meter	Slomburger	33	33	Pre Paid	Pending Meter Assignment	

- Click ‘Enter Meter Installation’
- Enter further details on the meter
- Click ‘Save’

Close

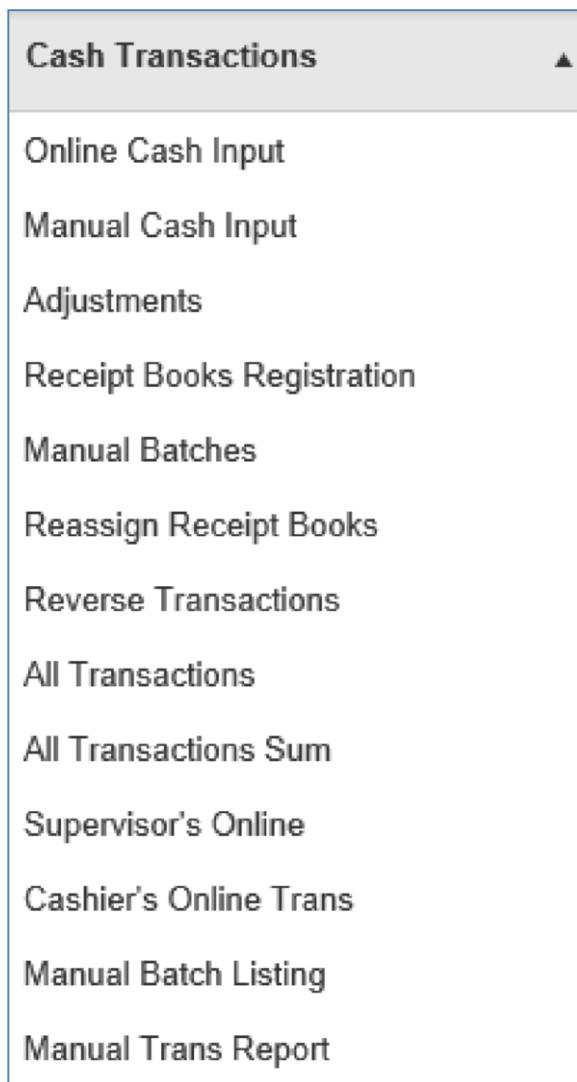
Customer Account Number :	<input type="text" value="106085223"/>	Meter Serial No. :	<input type="text" value="234"/>
Initial Meter Reading :	<input type="text" value="123"/>	Installation Date :	<input type="text" value="25/11/2016"/>
Remarks :	<input type="text" value="Meter was in good state"/> <div style="position: absolute; bottom: -10px; left: 0; width: 100%; height: 10px; background-color: #0070C0; opacity: 0.5;"></div>		
Save			

Pending Meter Installations

Action	Customer Account ID	Service Type	Meter Type	Meter Rating	Meter Phase	Billing Type	Status
	<input type="text"/> ▼						
Install Meter	101000295	ServiceDrop ThreePhase	Slomburger	2	1	Pre Paid	Pending Meter Assignment

CASH TRANSACTIONS

This module handles all payments by customers. It is composed of the following sub-modules:
Online Cash Input, Manual Cash Input, Adjustments, Receipt Books Registration, Manual Batches, Reassign Receipt Books, Reverse Transactions and All Transactions.



Online Cash Input

Online cash input is applicable when the customer is going through on the spot transaction at a station and just has to get receipt for a service. Station ID and Tariff type are required.

- Enter Customer Account Id
- Select Payment Type
- Payment Mode (Cash/Cheque). For Cheque, enter cheque number and cheque date

- Other Items are tied to the customer ID and will be auto populated.
 - Click ‘Save’ to get a pop up of the receipt to print

Online Cash Input

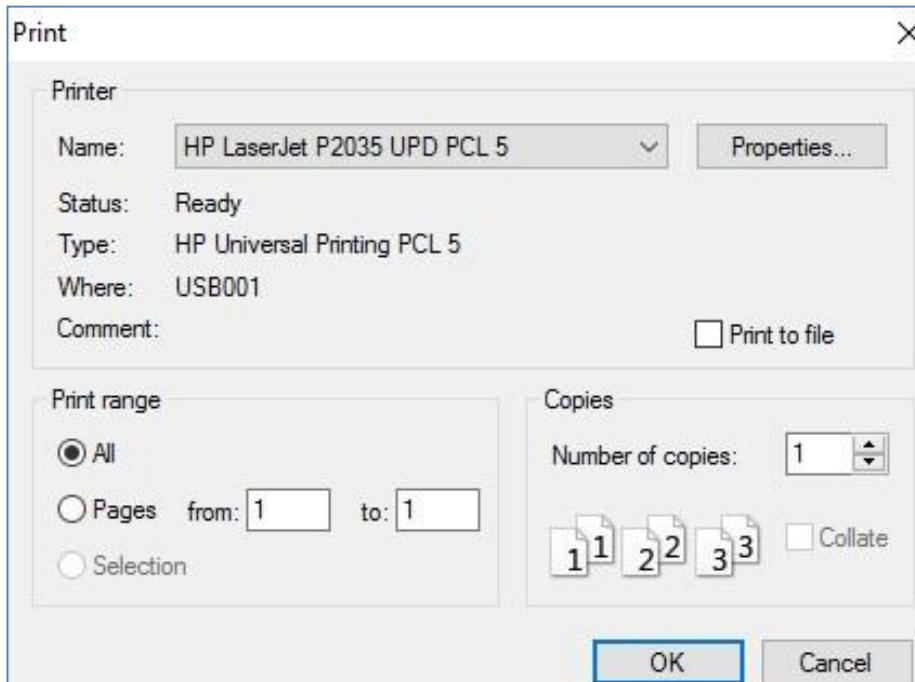
Current Balance 12.40

Customer Account ID :	101000778		
Service Address :	MARIPOMA ENT. LTD. (S)	Customer Name :	DIRECTOR THE
Transaction Amount :	150.37	Payment Mode :	Cash ▾
Cheque Details :			
Cheque Date :			
Transaction Type :	Deposit ▾	Station :	station 101 ▾
Customer Group :	99 ▾	Tariff :	N ▾
Today's Total	0.00	Save	

Action	Receipt No	Customer Account ID	Customer Name	Amount	Payment Mode	Transaction Type	Customer Group	Tariff ID	Action
No records to display.									

A screenshot of a Windows desktop showing a web-based application for "Online Cash Input". The main menu on the left includes "Home", "Setup Utilities", "Tariffs", "My Account", "User Management", "Customer Services", "New Service", "Meter Management", "Flat Rate Management", "Cash Transactions", and "ONLINE CASH INPUT" (which is highlighted). Below this are "Manual Cash Input", "Adjustments", and "Receipt Books Registration". The central area displays a success message: "Transaction added successfully" over "Online Cash Input". A "Print Transaction Receipt" button is visible. A modal dialog box titled "Print" is open, showing a logo for "DIRECTOR THE CO." and a receipt template with fields for "Customer Name", "Print Mode" (set to "Cash"), "Issue Number", "Name", and "Address". The receipt template shows a sample entry: "Receipt No: 384364", "Payment Date: 3/16/2017", "Customer Account ID: 911880778", "Customer Name: DIRECTOR THE MARPOWA EHS", "Service Address: LTD. SITE A1 ZOONAMBI II", and a table with columns "Transaction Type", "Customer Name", "Tariff ID", and "Action". The table has one row with "Deposit" in the first column, "H" in the second, and "Request Reversal" in the third.

Click ‘Print’ to print receipt for the customer



Select Printer and Click ‘Ok’ or ‘Cancel’ to print

The User can print or reprint the receipt later by clicking ‘Print’ from the grid

Action	Receipt No	Customer Account ID	Customer Name	Amount	Payment Mode	Transaction Type	Customer Group	Tariff ID	Action
Print	504364	101000778	DIRECTOR THE	150.37	Cash	Deposit	99	N	Request Reversal

Request Reversal

In case of any issue, a Senior Officer upon review can reverse the transaction to the cashier for correction and reprint by clicking ‘Request Reversal’

Manual Cash Transactions

This screen has its layout and facilities similar to the online receipt screen. It also operates in similar way. The only difference between the two is the Transaction Date, Batch Number and Receipt Number that the manual cash contains.

These facilities enable the user to operate with manual receipts efficiently. These receipt book numbers can be set up using the retrieval button, which displays a dialogue box for the user to select from already registered receipt books. The system will not recognize and/or accept receipts books numbers that are not registered in the CBMS program.

Transaction Date :	<input type="text"/>	<input type="button" value="Calendar"/>	Batch Number :	<input type="text"/>				
Receipt Book Number :	<input type="text"/>		Receipt Number :	<input type="text"/>				
Customer Account Number :	<input type="text"/>		Customer Name :	<input type="text"/>				
Transaction Type :	Payment on Acct. ▼		Payment Mode :	Cash ▼				
Amount Paid :	<input type="text"/>		Cheque Details :	<input type="text"/>				
<input type="button" value="Save"/>								
Receipt No	Customer Account ID	Customer Name	Amount	Payment Mode	Transaction Type	Customer Group	Tariff ID	
▶ 504364	101000778	DIRECTOR THE	150.37	Cash	Deposit	99	N	<input type="button" value="Request Reversal"/>

- Enter Transaction Date
- Enter Batch Number and enter
- Enter Customer Account Number and enter
- Select Transaction type
- Select Payment Mode
- Click Save

Manual Cash Transactions

Transaction Date :	2/10/2017 <input type="button" value="Calendar"/>	Batch Number :	15
Receipt Book Number :	16	Receipt Number :	61
Customer Account Number :	201001310	Customer Name :	ABDULAI SEINI YAKUBU
Transaction Type :	Deposit <input type="button" value="▼"/>	Payment Mode :	Cheque <input type="button" value="▼"/>
Amount Paid :	200.00	Cheque Details :	123001

Batch Total: 100.00 Total Keyed : 0 Difference : 100

Receipt No	Customer Account ID	Customer Name	Amount	Payment Mode	Transaction Type	Customer Group	Tariff ID	
504364	101000778	DIRECTOR THE	150.37	Cash	Deposit	99	N	<input type="button" value="Request Reversal"/>

Adjustments

Add Adjustments

Customer Account ID :	201001308	Name of Customer :	YAKUBU SEINI
Amount :	240.00	Cash Transaction Type :	Payment on Acct. <input type="button" value="▼"/>
Adjustment Date :	12/6/2016 <input type="button" value="Calendar"/>	Bill Date :	4/30/2017 <input type="button" value="Calendar"/>
Authorized By :	Adolf Agbodza <input type="button" value="▼"/>		

Adjustment ID	Cust Account ID	Cash Trans Type ID	Amount	Date Of Adjustment	Bill Date	Authorize By
No records to display.						

Adjustment added successfully

Add Adjustments

Customer Account ID :	<input type="text"/>	Name of Customer :	<input type="text"/>
Amount :	<input type="text"/>	Cash Transaction Type :	<input type="text"/> Payment on Acct. ▾
Adjustment Date :	<input type="text"/> <input type="button" value="Calendar"/>	Bill Date :	<input type="text"/> 4/30/2017 <input type="button" value="Calendar"/>
Authorized By :	<input type="text"/> ▾		
<input type="button" value="Save"/>			

	Adjustment ID	Cust Account ID	Cash Trans Type ID	Amount	Date Of Adjustment	Bill Date	Authorize By
▶	8	201001308	1	240.00	06-Dec-2016	30-Apr-2017	6252

Receipt Books

The ‘Receipt book number’ fields are filled automatically and appropriately. If the receipt number is not correct, the system will notify the user through a message box, if the receipt number is not in order as the range specified in the receipt book, the system will alert the user for necessary corrections to be made. Receipts books are generated in the system to track transactions. The User

- Enter book number
- Station of the transaction
- Start number
- End number
- Click ‘Save’ to register the receipt book
- The ‘Receipt id’ is automatically generated
- ‘User Id’ and ‘Entry Date’ are added into the record in respect of the receipt.

Receipt Books

Book Number :

Station : ▾

Start Number :

End Number :

Save

Edit	Delete	Receipt Id	Book Number	Start Number	End Number	Station	User Id	Entry Date
		15	15	51	60	stationB	001	15/11/2016 19:24:45
		14	14	45	50	stationA	001	15/11/2016 19:11:54
		13	13	42	46	stationA	001	15/11/2016 18:47:01
		12	12	41	45	stationA	001	15/11/2016 18:46:31
		11	11	9	25	stationA	001	15/11/2016 17:42:27
		10	10	1	40	stationA	001	15/11/2016 15:25:11
		9	9	30	40	stationA	001	24/05/2016 23:43:13
		8	6	11	15	stationB	1142	29/04/2016 16:31:18
		7	6	10	20	stationA	1142	29/04/2016 16:29:25
		6	5	1	3	stationA	1142	29/04/2016 16:25:53
		5	5	1	10	stationB	1142	29/04/2016 16:14:34

Receipt book added successfully

Receipt Books

Book Number :

Station : ▾

Start Number :

End Number :

Save

Edit	Delete	Receipt Id	Book Number	Start Number	End Number	Station	User Id	Entry Date
		1010	16	61	70	stationA	001	11/02/2017 09:05:32
		15	15	51	60	stationB	001	15/11/2016 19:24:45
		14	14	45	50	stationA	001	15/11/2016 19:11:54
		13	13	42	46	stationA	001	15/11/2016 18:47:01
		12	12	41	45	stationA	001	15/11/2016 18:46:31
		11	11	9	25	stationA	001	15/11/2016 17:42:27
		10	10	1	40	stationA	001	15/11/2016 15:25:11
		9	9	30	40	stationA	001	24/05/2016 23:43:13
		8	6	11	15	stationB	1142	29/04/2016 16:31:18
		7	6	10	20	stationA	1142	29/04/2016 16:29:25

Manual Receipts Batching

- Select Receipt Book Number
- Enter ‘Select From’

- Enter ‘Select To’
- Hit enter key to show the ‘No of Receipts’ in the batch
- Enter ‘Batch Total’
- Click ‘Save’

Manual Receipts Batching

Batch Number :	<input type="text"/>	Station :	station 101				
Receipt Book Number :	10	Billing Date :	4/30/2017 <input type="button" value="Calendar"/>				
Select From :	2	Select To :	38				
Batch Total :	800.00	No of Receipts :	37				
<input type="button" value="Save"/>							
Batch Id	Receipt Id	Start Number	End Number	Batch Date	Total Amount	Number Of Receipts	User Id
12	15	60	60	11/15/2016 11:21:15 PM	1000.00	1	001
11	14	49	50	11/15/2016 9:57:52 PM	45.00	2	001
10	14	47	49	11/15/2016 9:56:01 PM	20.00	3	001
9	14	45	46	11/15/2016 9:54:16 PM	500.00	2	001
8	15	51	55	11/15/2016 9:50:13 PM	50.00	5	001
7	9	30	35	5/24/2016 11:44:08 PM	100.00	6	001
6	8	11	15	4/29/2016 6:11:29 PM	400.00	5	1142

Reassign Receipt Books

This sub module removes a receipt book from one station to the other. For instance, the receipt of ReceiptId 15 has been assigned from Station 110 to Station 101 as follows:

- Select the station to move the receipt book to (Station 101)
- Enter Book Number
- Enter Start Number
- Enter End Number
- Quantity is automatically determined.
- Click ‘Save’ to reassign
- Compare the change in station of ReceiptId 15 in the two grids

Reassign Receipt Books

Select Station :	station 101 ▼	Book Number :	15
Start Number :	51	End Number :	60
Quantity :	10		Save

Action	Receipt Id	Book Number	Start Number	End Number	Quantity	Station	User Id	Entry Date
Reassign	15	15	51	60	10	station 110	001	11/15/2016 7:24:45 PM
Reassign	14	14	45	50	6	station 101	001	11/15/2016 7:11:54 PM
Reassign	13	13	42	46	5	station 101	001	11/15/2016 6:47:01 PM
Reassign	12	12	41	45	5	station 101	001	11/15/2016 6:46:31 PM
Reassign	11	11	9	25	17	station 101	001	11/15/2016 5:42:27 PM
Reassign	10	10	1	40	40	station 101	001	11/15/2016 3:25:11 PM
Reassign	9	9	30	40	11	station 101	001	5/24/2016 11:43:13 PM
Reassign	8	6	11	15	5	station 110	1142	4/29/2016 4:31:18 PM
Reassign	7	6	10	20	6	station 101	1142	4/29/2016 4:29:25 PM
Reassign	6	5	1	3	3	station 101	1142	4/29/2016 4:25:53 PM

Receipt book(s) reassigned successfully

Reassign Receipt Books

Action	Receipt Id	Book Number	Start Number	End Number	Quantity	Station	User Id	Entry Date
Reassign	1012	15	51	60	10	station 101	002	2/11/2017 5:20:36 AM
Reassign	15	15	51	60	0	station 110	001	11/15/2016 7:24:45 PM
Reassign	14	14	45	50	6	station 101	001	11/15/2016 7:11:54 PM
Reassign	13	13	42	46	5	station 101	001	11/15/2016 6:47:01 PM
Reassign	12	12	41	45	5	station 101	001	11/15/2016 6:46:31 PM
Reassign	11	11	9	25	17	station 101	001	11/15/2016 5:42:27 PM
Reassign	10	10	1	40	40	station 101	001	11/15/2016 3:25:11 PM
Reassign	9	9	30	40	11	station 101	001	5/24/2016 11:43:13 PM
Reassign	8	6	11	15	5	station 110	1142	4/29/2016 4:31:18 PM
Reassign	7	6	10	20	6	station 101	1142	4/29/2016 4:29:25 PM
Reassign	6	5	1	3	3	station 101	1142	4/29/2016 4:25:53 PM
Reassign	5	5	1	10		station 110	1142	4/29/2016 4:14:34 PM
Reassign	4	1	1	10	10	Station 201	selorm	4/23/2016 2:47:18 PM
Reassign	2	444	2	10	9	station 101		

Reverse Transactions

This becomes necessary when the decision is taken to reverse a wrong transaction. Process is as follows:

Receipt No	Customer Account ID	Customer Name	Amount	Payment Mode	Transaction Type	Customer Group	Tariff ID	
274699	201164628	ABUKARI HAMDU,	1.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
168031	201016038	ABUKARI ZAKARIA,	100.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
11733	201102270	ADUATAH ISAAKA	36.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
600453	201188875	KARIM ABDULLAH	1.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
996676	201154616	NASHIRU ABDULAI,	10.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
553240	201102228	BASIT MOHAMMED ABDUL	14.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
605706	210021647	& SAN. MAG TEAM WATER	200.00	Cash	Payment on Acct.	99	N	<button>Reverse</button>
189236	202120742	ADAMA (HAJIA) YAKUBU,	2000.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
269115	201064221	ROLAND ABUGURI	50.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
896200	201102377	ABRAMANI NEINDOW	14.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
973504	201062714	FATHER IN CHARGE THE	50.00	Cash	Payment on Acct.	109	N	<button>Reverse</button>
545684	201099559	ADAM ALHASSAN	10.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
260784	207018757	ABUBAKARI IBRAHIM	1.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>
873544	201102236	MOHAMMED ISSAH	10.00	Cash	Payment on Acct.	99	R	<button>Reverse</button>

Click on ‘Reverse’ to proceed to the form below:

Close

Customer Account Number :	<input type="text" value="201164628"/>	Customer Name:	<input type="text" value="ABUKARI HAMDU,"/>
Receipt Number :	<input type="text" value="274699"/>	Service Address:	<input type="text" value="H/NO. I 175 (POLOYA F1"/>
Payment Amount :	<input type="text" value="1.00"/>		
Reason for Reversal :	<input type="text" value="Payment amount should have been 2 and not 1"/>		
Date of Payment :	<input type="text" value="3/27/2017"/> Calendar		
Request from :	<input type="text" value="2015"/>	<input type="text" value="mohammed sani fauzia"/>	
Save			

The user can make changes in this case "Payment should have been 2 and not 1" is entered as reason for rejection and click ‘Save’ to save changes

Then click ‘Close’ to exit the form.

Supervisors Online

This presents transactions of cashiers. The report is composed of Transaction Id, ReceiptNo, CustomerId, TransAmount, CashTrans, Reversed, PaymentMode, StationId and categorised into Transaction Date as shown below:

Select

- UserId
- “Start of Range”: (Select start date)
- “End of Range”: (Select End Date)
- Check “Include this value”, “No lower value” for “Start” and “End” ranges as appropriate to load the report below:

Setup Utilities	2016-12-21	2017-02-01	2017-02-02	2017-02-03	2017-02-04	2017-02-05	2017-02-06	2017-02-07	2017-02-08	2017-02-09	2017-02-10	2017-02-11	2017-02-12	2017-02-13	2017-02-14	2017-02-15	2017-02-16	2017-02-17	2017-02-20	2017-02-21	2017-02-22	2017-02-23	2017-02-24	2017-02-25	2017-02-26	2017-02-27	2017-02-28	2017-04-07	2017-06-01	2017-06-02	2017-06-03	2017-06-04	2017-06-05	2017-06-06	2017-06-07	2017-06-08	2017-06-09	2017-06-10	2017-06-11			
Tariffs																																										
My Account																																										
User Management																																										
Customer Processing																																										
New Service																																										
Meter Management																																										
Flat Rate Management																																										
Cash Transactions																																										
Online Cash Input																																										
Manual Cash Input																																										
Adjustments																																										
Receipt Books Registration																																										
Manual Batches																																										
Reassign Receipt Books																																										
Reverse Transactions																																										
All Transactions																																										
All Transactions Sum																																										
Supervisor's Online																																										
Cashier's Online Trans																																										
Manual Batch Listing																																										
Manual Trans Report																																										
Meter Readings																																										
Billing																																										



ONLINE TRANSACTIONS FOR CASHIERS
Transaction Date :
11/17/2017

Receiptno	CustAccountID	TransAmount	CashTrans	Reversed	PaymentMode	StationID
730354	201000005	20.00	3	No	1	201
		20.00	Connection Fee			
640417	201000006	50.00	1	No	1	201
		50.00	Payment on Acct.			
772781	201000005	30.00	4	No	1	201
		30.00	Separate Meter Fee			
			100.00			
422680	201000005	20.00	1	No	1	201
832888	201000001	10.00	1	No	1	201
		30.00	Payment on Acct.			
			30.00			
01/11095/3058694	201172209	150.00	12	No	1	201
01/9582/3058254	201126191	300.00	12	No	1	201
		450.00	Illegal Connection			
01/9584/3058832	201113845	14.00	3	No	1	201
01/9584/305884	201113843	14.00	3	No	1	201
01/9584/3058908	201113837	14.00	3	No	1	201
01/9584/3058953	201113847	14.00	3	No	1	201
		Connection Fee				

METER READINGS

Meter readings are picked by technical officers from the field. The module composes of “Reading Sheets”, “Meter Reading Form”, “Consumption Proof” and “Enter PF Measured” as flows:



Meter Reading Sheet

The image shows a web browser window with a URL of "172.28.98.1/crmweb/MeterReading/CrystalReadingSheets.aspx". The left sidebar of the application has a tree view with several categories expanded, such as "Setup Address", "Funds", "My Account", "User Management", "Customer Processing", "New Service", "Meter Management", "Fare Rule Management", "Cash Transactions", and "Meter Readings". Under "Meter Readings", the "Reading Sheets" option is selected and highlighted in blue. A modal dialog box titled "New Sheet" is displayed in the center of the screen, containing two dropdown menus: "Sheet Month" (set to "December") and "Sheet Year" (set to "2013").

The screenshot shows a web-based application interface for utility management. On the left, there's a navigation menu with items like Home, Billing Utilities, Tariffs, My Account, User Management, Customer Processing, New Service, Meter Management, Flat Rate Management, Cash Transaction, Meter Readings, and Meter Reading Sheet. The 'Meter Reading Sheet' option is highlighted. The main area displays a 'Reading Sheets' report for cycle 201009. The report header includes the logo of NEDCO, station information (T31/2017), print date (17/11/2017), and details for customer No. 201009, Assesment ID, Customer Name, Service Address, Meter No., Reading, and Remarks. Below this, a table lists 17 rows of data, each containing a route number, customer name, address, and reading.

Consumption Proof

Select Cycle

Click ‘Load Data’

Consumption Proof

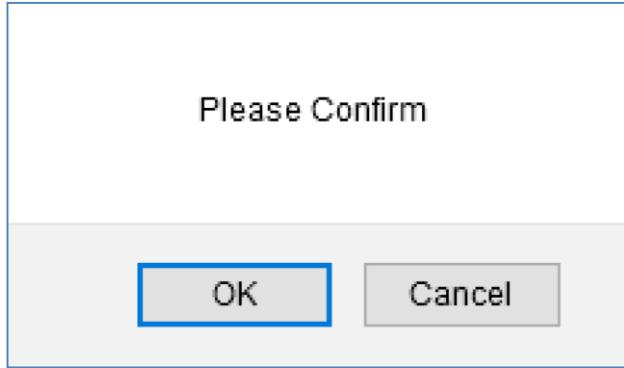
	Cycles	Number of Records	Select
<input type="checkbox"/> Check All			
<input checked="" type="checkbox"/> 101029 Cyl 101029	Cycles	0	Select Item
<input type="checkbox"/> 101045 Cyl 101045	All Accounts	0	Select Item
<input type="checkbox"/> 101053 Cyl 101053	Zero Consumption	0	Select Item
<input type="checkbox"/> 101055 Cyl 101055	High Consumption	0	Select Item
<input type="checkbox"/> 101098 Cyl 101098	Low Consumption	0	Select Item
<input type="checkbox"/> 101099 Cyl 101099	Normal Consumption	0	Select Item
	Negative Consumption	0	Select Item

Load Data

- Click ‘Select Item’ to select the type of consumption to check (in this case ‘High Consumption’)
- The user can ‘Apply Average’, ‘Print’ or ‘Close’

Cust.ID	Curr.Reading	Prev.Reading	Consumption	Avg.Cons	Route ID	Bill Date	Select
No records to display.							
Apply Average to all selected accounts			Aply Average			Print	Close

Click ‘Apply Average’



Click ‘Ok’ or ‘Cancel’ depending on action to be taken

Receipt Reversal

To reverse receipt:

- Enter the customer number or click on the drop down list icon to select the appropriate customer account number and click ok
- Click on the transaction type field and select reverse receipt(a dialogue box is displayed)
- Press the arrow keys on the keyboard to set the desired dates or click the drop down list icon to display the calendar (receipt and the transaction amount of the customer are displayed)
- Click on the desired receipt to reverse
- Click ok button to accept the reverse settings
- Click refresh button
- Click on cancel button to tell the program to proceed without reversing the receipt deleted
- Click on ok button enables the system to fill the amount paid and less vat field transaction amount with a negative sign or mark to confirm that the reversed the total payment is also adjusted immediately
- Click save button tell the program to proceed and carry out the reverse receipt operation
- Click yes to confirm the operation
- Click no button to cancel the reverse receipt operation

Cancelled Receipts

This refers to receipts, which are incorrectly written and therefore cancelled if the receipt is saved before the mistake is detected; select the reverse receipt transaction type to reverse the entries made. Cancelled receipts needs to be entered into system. The amount paid will therefore read nil.

CUSTOMER SERVICE

Customer service is composed of all records relating to interaction of customers. The services are composed of Enquiries, Disconnections, Status Changes and Status Changes Approval, Billing Adjustment Request, Billing Adjustment Review and Billing Adjustment Approval

Enquiries

Enquiries on a customer by using the enquiry page and further details such as the customer's meter readings, consumptions or status changes.

- Click 'Enquiries'
- Enter 'Customer Account ID', 'Service Address', 'Customer Name', and 'Route'

Customer Enquiry Details

Enquiry Page Readings, Consumption, Status Changes

Customer Account ID: Customer Name:
Service Address: Route:

Reading, Consumption Status Changes

Available entries will be displayed in the grid for 'Readings' and 'Status Changes' respectively.

Readings					Status Changes		
Bill Date	Current Reading	Previous Reading	Consumption	Tariff ID	Previous Status	Status	Date Approved
No records to display.					No records to display.		

Disconnections

These are customers that have to be disconnected for owing NEDCo for more than one month.

A criterion is set and the disconnection is done as follows:

Click ‘Disconnections’ to load the form

Disconnection Report

Click for New ID	<input type="text"/>	(or)Select Disconnection ID	<input type="text"/>
Select Cycles	<input type="button"/>	Select Routes	<input type="button"/>
Select Customer Group:	<input type="button"/>	Select Tariff :	<input type="button"/>
Amount to Disconnect From	<input type="text"/>	Select Duration	<input type="text"/> 30 Days
Remarks	<input type="text"/>		
		Generate New List	Print Report »

Disconnection Steps

- Click ‘Click for New ID’
- Select ‘Cycles’ from the dropdown
- Click ‘Select Customer Group’
- Click ‘Select Disconnection ID’
- Click ‘Select Routes’
- Click ‘Select Tariff’
- Enter ‘Amount to Disconnect From’
- Select Duration: Duration cannot be less than 30 days
- You can click ‘Generate New List’ or ‘Print Report’

Click for New ID	49	(or)Select Disconnection ID 46 ... 01-20-2017						
Select Cycles 201000	1	Select Routes 201000099						
Select Customer Group: 1		Select Tariff : H						
Amount to Disconnect From 20		Select Duration 30 Days						
Remarks 	Generate New List Print Report »							
Discon. ID	Customer ID	Name	ServiceAddress	MeterSerialNo	Curr. Balance	LastPayDate	LastPayment	Disconnect
▶ 46	201000121	ABUKARI M E	BUNG 10 LINK ROAD		24.58			Disconnect
▶ 46	201000133	JUDICIAL SERVICE	BUNGALOW NO. 7 (LINK ROAD)		30.58			Disconnect
▶ 46	201000139	BAGULO S Z	BUNG 3 LINK ROAD		26.87			Disconnect
▶ 46	201000141	PEPRAH, E. O.	BUNGALOW NO. 11 (WATT ROAD)		219.35			Disconnect
▶ 46	201001086	IMORO, ABUKARI	BUNGALOW NO. 9 (B.N.I.-1ST ROAD)	1702859	3084.13			Disconnect

The user can click on ‘Disconnect’ to deny the customer access to power

The status of the affected customer is changed to ‘Disconnected’ as below:

Discon. ID	Customer ID	Name	ServiceAddress	MeterSerialNo	Curr. Balance	LastPayDate	LastPayment	Disconnect
▶ 46	201000121	ABUKARI M E	BUNG 10 LINK ROAD		24.58			Disconnect
▶ 46	201000133	JUDICIAL SERVICE	BUNGALOW NO. 7 (LINK ROAD)		30.58			Disconnect
▶ 46	201000139	BAGULO S Z	BUNG 3 LINK ROAD		26.87			Disconnect
▶ 46	201000141	PEPRAH, E. O.	BUNGALOW NO. 11 (WATT ROAD)		219.35			Disconnected
▶ 46	201001086	IMORO, ABUKARI	BUNGALOW NO. 9 (B.N.I.-1ST ROAD)	1702859	3084.13			Disconnect
▶ 46	201001212	EMILIO, K. MUSAH (AATN; CUBAN DOCTORS)	BUNGALOW NO. 20 (M.O.H.)		7241.15			Disconnect
▶ 46	201001218	BARTELS, G. A.	BUNGALOW NO. W. R. NO. 1		1312.13			Disconnect

Customer Status Changes

The status of a customer can always changed depending on the account status with NEDCo. For instance to seek approval for the disconnected customer with Customer Id: 201000141

Customer Status Changes

Select Required Customer Status	Disconnected	Current Status	Disconnected
Customer Account ID	201000141	Customer Name :	E. O. PEPRAH,
Remarks	Save for Approval		
	Active	Disconnected	In-Active Meter at Premises
	Disconnected	In-active Transferred	Waiting For Connection
	In-Active Meter at Premises	Waiting For Connection	Submission of Application
	In-active Transferred	Submission of Application	Waiting for Estimates
	Waiting For Connection	Waiting for Estimates	Approval
	Submission of Application	Approval	Waiting Meter Assignment
	Waiting for Estimates	Waiting Meter Assignment	Waiting for Connection

- Enter Customer ID
- Remarks
- Click ‘Save for Approval’

Status change request sent for approval

Customer Status Changes

Select Required Customer Status	Active	Current Status	Disconnected
Customer Account ID	201000141	Customer Name :	E. O. PEPRAH,
Remarks	Save for Approval		
	Approved	Approved	Approved

Status Changes Approval

This is assigned to a senior officer.

Click on ‘Approve’

ID	CustAccountID	CustomerName	Curr.Status	New StatusID	Dated Inputed	Remarks	Approved	Approval
2017	201000141	E. O. PEPPRAH,	2	1	06-02-2017	Approved	No	Approve

Once approved, it will be deleted from the grid

ID	CustAccountID	CustomerName	Curr.Status	New StatusID	Dated Inputed	Remarks	Approved	Approval
No records to display.								

Billing Adjustment Request

Billing adjustment request is done by a Junior Officer and escalated to a Senior Officer for review

- You enter the Customer ID
- Specify the Billing Date
- Enter End Date
- Enter ‘Reason for Request’
- Click ‘Preview’

Consumption Adjustments Specification

Specification Id	<input type="text"/>	Customer ID	<input type="text" value="201000133"/>
Customer Name	JUDICIAL SERVICE	Service Address	BUNGALOW NO. 7 (LINK ROAD)
Start Billing Date	<input type="text" value="12/1/2016"/>	End Date	<input type="text" value="2/24/2017"/>
Reasons for Request	<div style="border: 1px solid #ccc; padding: 5px; min-height: 50px;"> Authority from above </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="button" value="Preview"/> <input type="button" value="Save"/> </div>		

BillDate	CurrentReading	PreviousReading	Consumption	TariffID	Adjustment	CurrentBill	CustAccountID
31-01-2017	0	0	0	R	0.00	0.00	201000133

Click ‘Save’ to escalate the bill to a Senior Officer for Approval

Adjustment request saved successfully

Consumption Adjustments Specification

Specification Id	1011	Customer ID	
Customer Name	JUDICIAL SERVICE	Service Address	BUNGALOW NO. 7 (LINK ROAD)
Start Billing Date		End Date	
Reasons for Request	<input type="text"/> <input type="button" value="Preview"/> <input type="button" value="Save"/>		

Billing Adjustment Review

The Senior Officer will login and review the bill for approval

Approve Billing Adjustment Review

ID	StartDate	EndDate	EntryDate	CustAccountID	ReasonsForRequest	Requester	Rejected	Approval
1011	01-12-2016	24-02-2017	06-02-2017	201000133	Authority from above	001	No	<input type="button" value="Approve"/>

Click 'Approve' to review the bill for 'Rejection' or 'Approval'

Adjustments Review Details

Customer ID :	201000133		
Customer Name :	JUDICIAL SERVICE		
Service Address :	BUNGALOW NO. 7 (LINK ROAD)	Customer Station :	201
Reason if Rejected	<input type="text"/>		

BillDate	CurrentReading	PreviousReading	Consumption	TariffID	Adjustment	CurrentBill	CustAccountID
31-01-2017	0	0	0	R	0.00	0.00	201000133

Reason for rejection must be entered before rejecting the bill.

Customer ID :	201000133																
Customer Name :	JUDICIAL SERVICE																
Service Address :	BUNGALOW NO. 7 (LINK ROAD)																
Customer Station :	201																
Reason if Rejected	<input type="text"/>																
Required																	
<input type="button" value="Reject"/>	<input type="button" value="Approve"/>																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>BillDate</th> <th>CurrentReading</th> <th>PreviousReading</th> <th>Consumption</th> <th>TariffID</th> <th>Adjustment</th> <th>CurrentBill</th> <th>CustAccountID</th> </tr> </thead> <tbody> <tr> <td>31-01-2017</td> <td>0</td> <td>0</td> <td>0</td> <td>R</td> <td>0.00</td> <td>0.00</td> <td>201000133</td> </tr> </tbody> </table>		BillDate	CurrentReading	PreviousReading	Consumption	TariffID	Adjustment	CurrentBill	CustAccountID	31-01-2017	0	0	0	R	0.00	0.00	201000133
BillDate	CurrentReading	PreviousReading	Consumption	TariffID	Adjustment	CurrentBill	CustAccountID										
31-01-2017	0	0	0	R	0.00	0.00	201000133										

Billing Adjustment Approval

These are bill waiting for a Manager's approval.

Approve Billing Adjustment Approval

Id	StartDate	EndDate	EntryDate	CustAccountID	ReasonsForRequest	Requester	Approval
1004	31-01-2017	28-02-2017	24-01-2017	201000018		001	<input type="button" value="Approve"/>
1006	31-01-2017	28-02-2017	24-01-2017	201000003		001	<input type="button" value="Approve"/>
1007	31-01-2017	28-02-2017	24-01-2017	201000015		001	<input type="button" value="Approve"/>
1009	31-01-2017	28-02-2017	26-01-2017	201000009		001	<input type="button" value="Approve"/>

- Click 'Approve' of the selected customer
- Enter reasons for rejection and click on 'Reject'
- Click 'Approve' to accept

Adjustments Review Details

Customer ID : 201000018

Customer Name : HUMU MUSTAPHA

Service Address : CONTAINER AT H/NO 240 BLK A NORTH GUMANI Customer Station : 201

Reason if Rejected

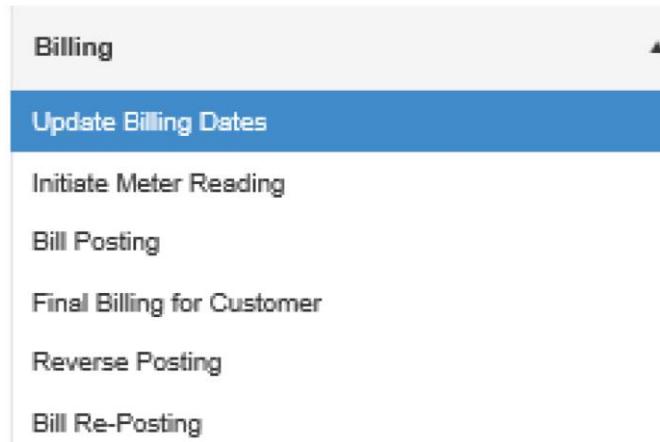
Reject

Approve

BillDate	CurrentReading	PreviousReading	Consumption	TariffID	Adjustment	CurrentBill	CustAccountID
31-01-2017	0	0	0	N	0.00	0.00	201000018
28-02-2017	0	0	0	N	0.00	0.00	201000018

BILLING

This section presents how users can generate bills for customers. The module allow the user to update billing dates, initiate meter reading, post bills, generates final billing for customers, reverse wrong posting and repost.



Update Billing Dates

The sub module allows the user to set the billing period and posting date as follows:

Click icon adjoining to “Please Select Date”

Click “Click to set New Period” to set or

Click “Click to set Posting Period” to set posting.

Bill Periods Setting	
Billing Date/Period : 2017-Jul-31	
Posting Billing Date : 2017-Jul-31	
Please Select Date	<input type="text"/>
Click to set New Period	Monthly Period
Click to set New Posting Period	Next Posting Date

Bill Periods Setting

Billing Date updated successfully

Billing Date/Period : 2017-Nov-01

Posting Billing Date : 2017-Jul-31

Please Select Date	<input type="text" value="11/1/2017"/> 
Click to set New Period	<input type="button" value="Monthly Period"/>
Click to set New Posting Period	<input type="button" value="Next Posting Date"/>

Initiate Meter Reading

User selects “Area”

Checks the stations

Click “Initiate meter reading”

Initiate Meter Reading

Posting Billing Date : 2017-Jul-31

Area	Select Stations
Northern 	<input type="checkbox"/> 201 Tamale <input type="checkbox"/> 202 Yendi <input type="checkbox"/> 203 Pong-Tamale/Savelugu <input type="checkbox"/> 204 Buipe/Yapei <input type="checkbox"/> 205 Salaga <input type="checkbox"/> 206 Damango <input type="checkbox"/> 207 Gushiegu/Karaga <input type="checkbox"/> 208 Zabzugu/Tatale <input type="checkbox"/> 209 Saboba/Chereponi <input type="checkbox"/> 210 Bimbia <input type="checkbox"/> 211 Kete-Krachi <input type="checkbox"/> 212 Daboya <input type="checkbox"/> 213 Kpasa
<input type="button" value="Initiate Meter Reading*"/>	

Bill Posting

The area of the user is automatically picked and cannot be changed by the user. The ‘Posting Billing Date’ is the last date of the previous month.

The user can select the station and click ‘Posting Button’ to post bill.

The user can view ‘Negative Consumption’ and ‘Un-Balanced Batch Totals’.

Posting Billing Date : 2016-Nov-30

Area	Select Stations																
<input style="width: 100px; height: 25px;" type="button" value="Northern"/>	<input type="checkbox"/> 101 stationA <input type="checkbox"/> 110 stationB																
<input style="background-color: #0070C0; color: white; border: none; padding: 5px;" type="button" value="Posting Button"/>																	
Negative Consumption																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Cust.ID</th> <th>Curr.Reading</th> <th>Prev.Reading</th> <th>Consumption</th> <th>Avg.Cons</th> <th>Station</th> <th>Route</th> </tr> </thead> <tbody> <tr> <td colspan="7">No records to display.</td> </tr> </tbody> </table>		Cust.ID	Curr.Reading	Prev.Reading	Consumption	Avg.Cons	Station	Route	No records to display.								
Cust.ID	Curr.Reading	Prev.Reading	Consumption	Avg.Cons	Station	Route											
No records to display.																	
Un-Balanced Batch Totals																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>TransAmount</th> <th>BatchId</th> <th>TotalAmount</th> <th>NumberOfReceipts</th> <th>TransReceipts</th> <th>StationID</th> <th>BillingDate</th> <th>AreaID</th> </tr> </thead> <tbody> <tr> <td colspan="8">No records to display.</td> </tr> </tbody> </table>		TransAmount	BatchId	TotalAmount	NumberOfReceipts	TransReceipts	StationID	BillingDate	AreaID	No records to display.							
TransAmount	BatchId	TotalAmount	NumberOfReceipts	TransReceipts	StationID	BillingDate	AreaID										
No records to display.																	

Billing

- Click ‘Billing Dates’
- Select Date
- Click appropriate period e.g. ‘Monthly Period’

Bill Periods Setting

Billing Date updated successfully

Billing Date/Period : 2016-Nov-02

Posting Billing Date : 2017-Apr-30

Please Select Date	<input style="width: 100px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px; margin-bottom: 5px;" type="text" value="11/2/2016"/> <input style="width: 25px; height: 25px; border: 1px solid #ccc; border-radius: 5px; background-color: #f0f0f0; font-size: 10px;" type="button" value="Calendar"/>
Click to set New Period	<input style="width: 150px; height: 30px; background-color: #0070C0; color: white; border: none; border-radius: 5px; font-weight: bold; margin-bottom: 10px;" type="button" value="Monthly Period"/>
Click to set New Posting Period	<input style="width: 150px; height: 30px; background-color: #0070C0; color: white; border: none; border-radius: 5px; font-weight: bold; margin-bottom: 10px;" type="button" value="Next Posting Date"/>
Click to Close Current Posting Period	<input style="width: 150px; height: 30px; background-color: #0070C0; color: white; border: none; border-radius: 5px; font-weight: bold;" type="button" value="Close Month"/>

Final Billing for one Customer

Final Bill Posting for One Customer

Posting Billing Date : 2017-07-31

Station 201

Customer Account ID:	201000001					
Customer Name:	SHAIBU 1 SHAIBU 1					
Service Address:	NO 244, CHOGGU BLK VI NEAR NAA LIRO					
Enter Current Reading, or 0 if FlatRate	500					
Enter Reading Date	11/15/2017 <input type="button" value="Calendar"/>					
<input type="button" value="Print Report »"/> <input type="button" value="Go"/>						
Details of Selected Customer						
CustAccountID	PreviousReading	CurrentReading	Consumption	AverageConsumption	TariffID	AccountStatusID
No records to display.						

INTERFACES

Select Month End Date e.g. 3/31/2017

The User can ‘Print Interface Records’, ‘Generate Interface’ or ‘Generate Text File’ after launching the page below:

Select Month End Date :	<input type="text" value="3/31/2017"/> <input type="button" value="Calendar"/>	<input type="button" value="Generate Interface"/>	<input type="button" value="Generate"/>					
<input type="button" value="Print Interface Records"/> <input type="button" value="Print"/>		<input type="button" value="Generate Text File"/>	<input type="button" value="Text File"/>					
Drag a column header and drop it here to group by that column								
BillDate	StationID	CostCenter	Location	Account	Debit	Credit	ItemDescription	GL
2017-03-31	201	0000000-	201	3323301	0.00	564638.73	VatAmnt N	2
2017-03-31	201	N201101-	201	5180200	564638.73	0.00	VatAmnt N	2
2017-03-31	201	0000000-	201	3323301	0.00	174980.34	VatAmnt M	2
2017-03-31	201	N201101-	201	5180400	174980.34	0.00	VatAmnt M	2
2017-03-31	201	0000000-	201	3323301	0.00	7430.85	VatAmnt H	2
2017-03-31	201	N201101-	201	5180500	7430.85	0.00	VatAmnt H	2
2017-03-31	201	0000000-	201	3325100	0.00	2116.92	StreetAmnt H	3
2017-03-31	201	N201101-	201	5180500	2116.92	0.00	StreetAmnt H	3
2017-03-31	201	0000000-	201	3325100	0.00	49977.61	StreetAmnt M	3
2017-03-31	201	N201101-	201	5180400	49977.61	0.00	StreetAmnt M	3
2017-03-31	201	0000000-	201	3325100	0.00	158467.22	StreetAmnt N	3
2017-03-31	201	N201101-	201	5180200	158467.22	0.00	StreetAmnt N	3
<input type="button" value="First"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Last"/> Page size: <input type="text" value="20"/> <input type="button" value="Page Size"/> 74 items in 4 pages								

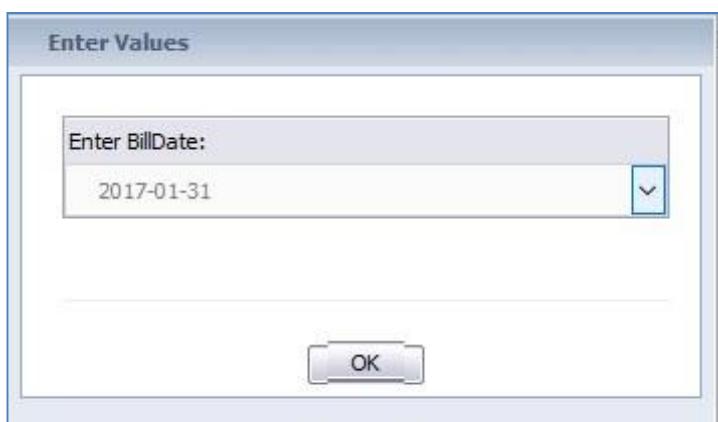
It should be noted that the base of the base of the report indicates the number of pages. The user can change

the size of the page by picking the value from the value in the dropdown close to “Page size”



To Print

- Click Print
- Select Date
- Click ‘Ok’



GENERAL LEDGER INTERFACE

Print Date 2/11/2017

Comp.	CostCenter	Loc.	Account	Debit	Credit	ItemDescription	GLType
070	N301101-	301	5180500	0.00	0.00	CurrentAdjustments	7
070	N301101-	301	5180500	0.00	0.00	CurrentAdjustments	7
070	N301101-	301	5180500	0.00	0.00	CurrentAdjustments	7
070	N301101-	301	5180500	0.00	0.00	CurrentAdjustments	7
070	N301101-	301	5180500	0.00	276.28	CurrentBill	0
070	N301101-	301	5180500	0.00	448.98	CurrentBill	0
070	N301101-	301	5180500	0.00	2,313,982.98	CurrentBill	0
070	N301101-	301	5180500	0.00	693,938.09	CurrentBill	0
070	N301101-	301	5180500	40.63	0.00	VatAmnt	2
070	N301101-	301	5180500	65.74	0.00	VatAmnt	2
070	N301101-	301	5180500	317,688.75	0.00	VatAmnt	2
070	N301101-	301	5180500	0.00	0.00	VatAmnt	2
070	N301101-	301	5180500	3.59	0.00	StreetAmnt	3
070	N301101-	301	5180500	7.80	0.00	StreetAmnt	3
070	N301101-	301	5180500	90,458.94	0.00	StreetAmnt	3
070	N301101-	301	5180500	36,564.31	0.00	StreetAmnt	3
070	N301101-	301	5180500	3.59	0.00	NelAmnt	4
070	N301101-	301	5180500	7.80	0.00	NelAmnt	4
070	N301101-	301	5180500	90,458.94	0.00	NelAmnt	4
070	N301101-	301	5180500	36,564.31	0.00	NelAmnt	4
070	N301101-	301	5180400	0.00	0.00	CurrentAdjustments	7
070	N301101-	301	5180400	0.00	0.00	CurrentAdjustments	7
070	N301101-	301	5180400	0.00	0.00	CurrentAdjustments	7
070	N301101-	301	5180400	0.00	0.00	CurrentAdjustments	7

To Generate Interface

- Select Date
- Click ‘Generate’

GL Interface generated successfully
General Ledger Interface

Select Month End Date :

Generate Interface

Print Interface Records

Generate Text File

Drag a column header and drop it here to group by that column

BillDate	StationID	CostCenter	Location	Account	Debit	Credit	ItemDescription	GLType
2017-02-28	101	N301101-	301	5180500	0.00	276.28	CurrentBill	0
2017-02-28	101	N301101-	301	5180500	0.00	448.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180500	0.00	2313982.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180500	0.00	693938.09	CurrentBill	0
2017-02-28	101	N301101-	301	5180400	0.00	276.28	CurrentBill	0
2017-02-28	101	N301101-	301	5180400	0.00	448.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180400	0.00	2313982.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180400	0.00	693938.09	CurrentBill	0
2017-02-28	101	N301101-	301	5180200	0.00	276.28	CurrentBill	0
2017-02-28	101	N301101-	301	5180200	0.00	448.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180200	0.00	2313982.98	CurrentBill	0

To Generate Text File

Click ‘Generate Text File’

Text file generated successfully:

General Ledger Interface

Select Month End Date :



Generate Interface

Generate

Print Interface Records

Print

Generate Text File

Text File

Drag a column header and drop it here to group by that column

BillDate	StationID	CostCenter	Location	Account	Debit	Credit	ItemDescription	GLType
2017-02-28	101	N301101-	301	5180500	0.00	276.28	CurrentBill	0
2017-02-28	101	N301101-	301	5180500	0.00	448.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180500	0.00	2313982.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180500	0.00	693938.09	CurrentBill	0
2017-02-28	101	N301101-	301	5180400	0.00	276.28	CurrentBill	0
2017-02-28	101	N301101-	301	5180400	0.00	448.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180400	0.00	2313982.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180400	0.00	693938.09	CurrentBill	0
2017-02-28	101	N301101-	301	5180200	0.00	276.28	CurrentBill	0
2017-02-28	101	N301101-	301	5180200	0.00	448.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180200	0.00	2313982.98	CurrentBill	0
2017-02-28	101	N301101-	301	5180200	0.00	693938.09	CurrentBill	0

Final Bill Posting for One Customer

Adjustment request saved successfully

Consumption Adjustments Specification

Specification Id

Customer ID

Customer Name

ABDUL SHAKUN BAWAH

Service Address

H/NO 150 BLK B KANVILI

Start Billing Date

End Date

Reasons for Request

Preview

Save

REPORTING

One of CBMS most useful resources is the daily, weekly, and monthly reports generation. The Reporting menu is a flexible and powerful tool for producing a great variety of accurate reports, which are based on transactions and other relevant activities. The reports will be useful for staff and management operations.

Information produced on these reports can provide insight into the day-to-day transactions in the organisation. No matter what the transactions, CBMS Reporting menu and its modules can help the user to review the past, analyse the present and plan for the future.

The monthly reports give the user a comprehensive overview of the operation in the month. The user can also generate quarterly, half year and yearly reports very quickly using the drill down enquiries and the standard reports. Other relevant reports are attached directly to their respective modules.

A regular or standard reports can be generated and mailed to Managers will need them.

The user can print, read and review any reports generated by and from CBMS systems at any time. The reports can be generated from the Drill down enquiries and crystal report writer can be printed onto a sheet of paper, into a file or exported into other applications like excel for printing.

The features of this module are implemented in a reporting tool. ICT Officers are trained to generate most of the report as and when they are needed. This will be done on the report server.

Generating Available Reports

The screenshot shows a software application window with a sidebar menu on the left and a main content area on the right.

Left Sidebar (Menu):

- Flat Rate Management ▾
- Cash Transactions ▾
- Meter Readings ▾
- Billing ▾
- Interfaces ▾
- Reports ▾** (This item is selected, indicated by a grey background)

Right Content Area:

This area contains a grid for generating reports. The columns represent time intervals, and the rows represent different report types.

Time Interval	Report Options
11 am	
12 pm	
1 pm	
2 pm	
3 pm	
4 pm	
5 pm	
◆ Show 24 hours...	

Report Options (Listed under Reports):

1. Revenue Summary By Station
2. Revenue Summary By Tariff
3. Revenue Cons Blocks Currency
4. Billed Energy by Tariff Blocks
5. Consumption Analysis
6. Revenue Details
7. Debtors Summary By Station
8. Debtors Sum By Tariff By Station
9. Debtors Details
10. Aged Receivable Sum By Station
11. Aged Receivable Detail
12. Cash Transactions By Station
13. Bill View
14. Bill Print
15. Audit Logs
16. Customer Additions
17. Meters Registered
18. Meters Installed

Click “Revenue Summary by Station”



- Select Bill date from dropdown
- Click “Ok”

	NEDCo.								
BILLED REVENUE SUMMARY BY STATION FOR January 2017									
<u>Station Name</u>	<u>No Of Cust.</u>	<u>Cons.Amnt</u>	<u>ServiceChq</u>	<u>DM Chq</u>	<u>PF Charge</u>	<u>Vat Amnt</u>	<u>PLL</u>	<u>NES</u>	
area 2 Northern									
Bimbila	14,715	547,435.08	77,618.79	0.00	0.00	41,517.15	27,374.11	27,374.	
Buipe/Yapei	3,150	163,577.97	15,991.66	0.00	0.00	19,451.50	8,179.06	8,179.	
Damango	3,333	227,478.67	18,470.84	0.00	0.00	28,573.78	11,374.66	11,374.	
Gushiegu/Karaga	8,552	262,199.63	45,042.89	0.00	0.00	25,492.59	13,112.30	13,112.	
Kete-Krachi	6,131	334,822.68	33,739.63	0.00	0.00	28,566.95	16,742.98	16,742.	
Kpasa	10,848	225,458.50	52,586.92	0.00	0.00	15,311.43	11,273.75	11,273.	
Pong-Tamale/Savelugu	6,732	221,568.68	37,983.15	0.00	0.00	14,732.32	11,080.60	11,080.	
Saboba/Chereponi	7,274	260,530.94	38,713.21	0.00	0.00	27,453.42	13,027.64	13,027.	
Salaga	8,175	329,961.93	43,469.75	0.00	0.00	25,157.62	16,499.15	16,499.	
Tamale	31,227	4,947,693.61	184,416.18	202.60	20.26	606,530.25	247,392.51	247,392.	
Yendi	8,844	543,572.54	51,446.99	0.00	0.00	48,486.60	27,180.27	27,180.	
Zabzugu/Tatale	6,247	181,128.56	33,584.88	0.00	0.00	12,383.13	9,057.13	9,057.	
area 2 Northern	115,228	8,245,428.79	633,064.89	202.60	20.26	893,656.74	412,294.16	412,294.	
Grand Total:	115,228	8,245,428.79	633,064.89	202.60	20.26	893,656.74	412,294.16	412,294.	

To view all areas, the user click on the + sign to open the tree view

area 2 Northern

Bimbila

Buape/Yapei

Damango

Gushiegu/K

Kete-Krachi

Kpasa

Pong-Tama

Saboba/Ch

Salaga

Tamale

Yendi

Zabzugu/Ta



NEDCo.

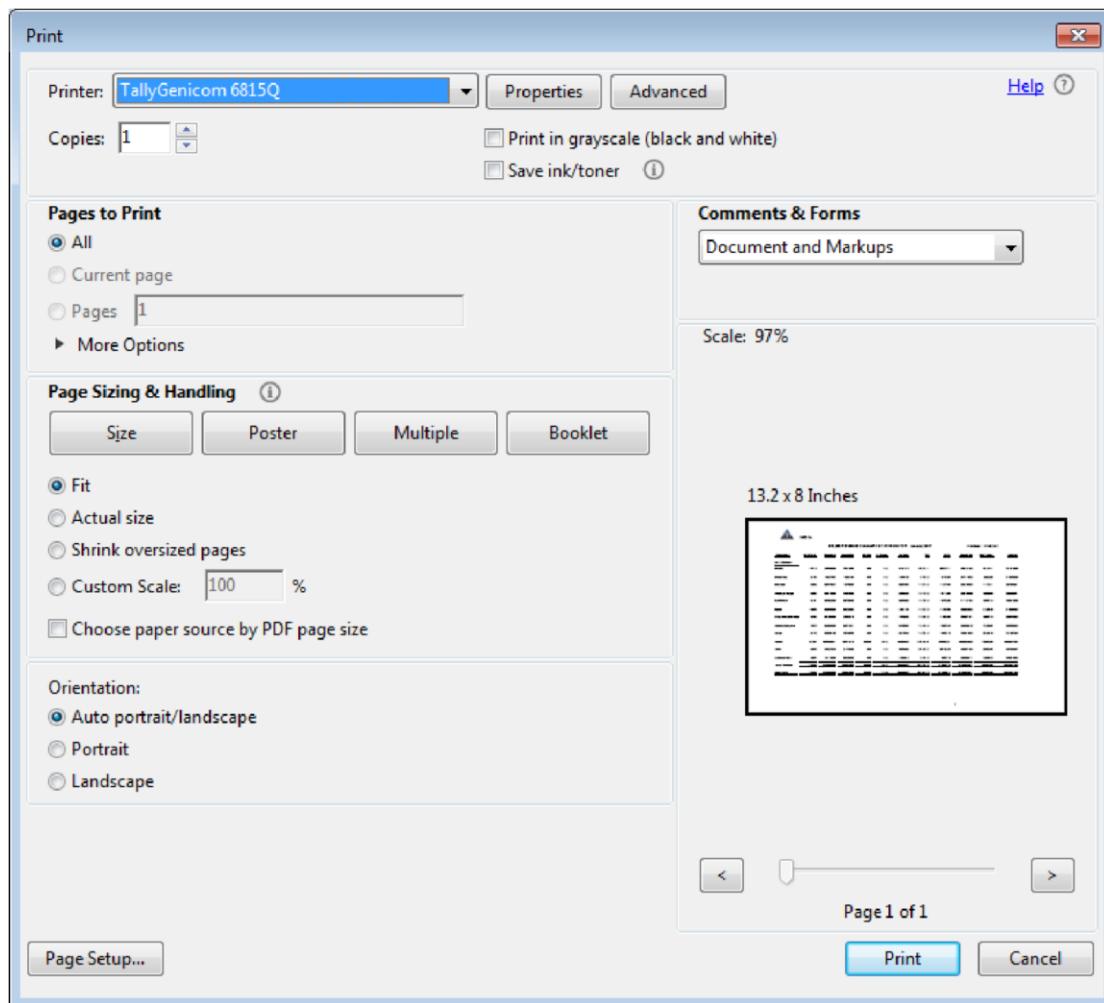
BILLED REVENUE SUMMARY BY STATION FOR January 2017

	Station Name	No Of Cust.	Cons.Amnt	ServiceChq	DM Chq	PF.Charge	Vat Amnt	PLL	NES
area 2 Northern									
	Bimbila	14,715	547,435.08	77,618.79	0.00	0.00	41,517.15	27,374.11	27,374.
	Buape/Yapei	3,150	163,577.97	15,991.66	0.00	0.00	19,451.50	8,179.06	8,179.
	Damango	3,333	227,478.67	18,470.84	0.00	0.00	28,573.78	11,374.66	11,374.
	Gushiegu/Karaga	8,552	262,199.63	45,042.89	0.00	0.00	25,492.59	13,112.30	13,112.
	Kete-Krachi	6,131	334,822.68	33,739.63	0.00	0.00	28,566.95	16,742.98	16,742.
	Kpasa	10,848	225,458.50	52,586.92	0.00	0.00	15,311.43	11,273.75	11,273.
	Pong-Tamale/Savelugu	6,732	221,568.68	37,983.15	0.00	0.00	14,732.32	11,080.60	11,080.
	Saboba/Chereponi	7,274	260,530.94	38,713.21	0.00	0.00	27,453.42	13,027.64	13,027.
	Salaga	8,175	329,961.93	43,469.75	0.00	0.00	25,157.62	16,499.15	16,499.
	Tamale	31,227	4,947,693.61	184,416.18	202.60	20.26	606,530.25	247,392.51	247,392.
	Yendi	8,844	543,572.54	51,446.99	0.00	0.00	48,486.60	27,180.27	27,180.
	Zabzugu/Tatale	6,247	181,128.56	33,584.88	0.00	0.00	12,383.13	9,057.13	9,057.
	area 2 Northern	115,228	8,245,428.79	633,064.89	202.60	20.26	893,656.74	412,294.16	412,294.
	Grand Total:	115,228	8,245,428.79	633,064.89	202.60	20.26	893,656.74	412,294.16	412,294.

How to print a report

Click on the printer logo

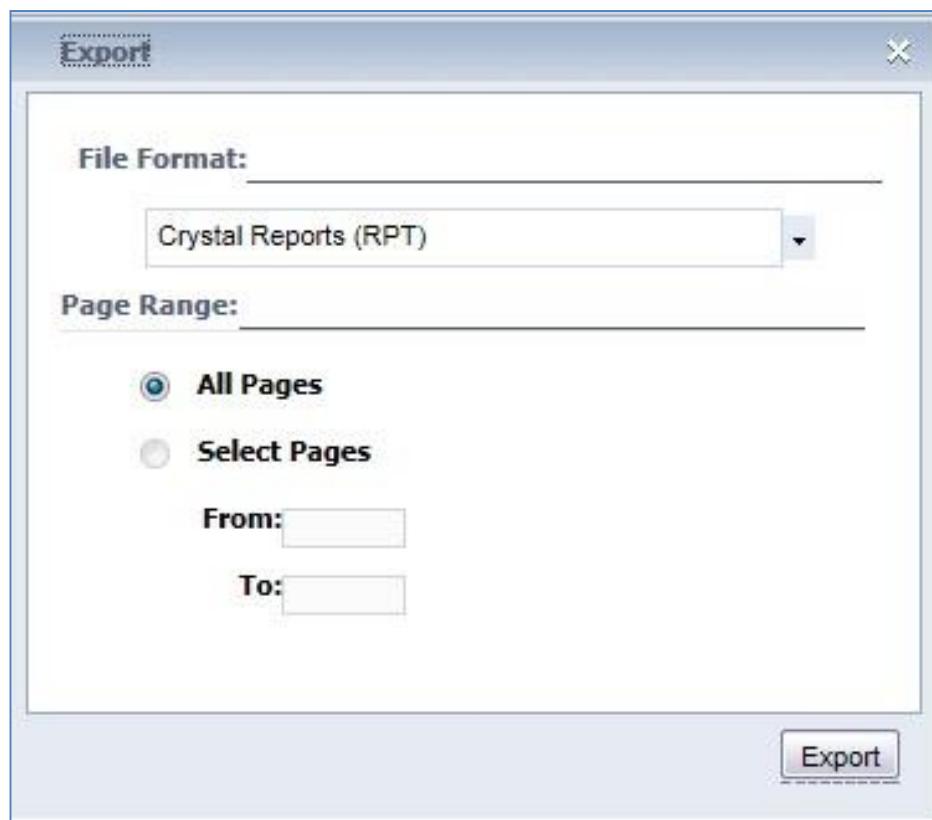




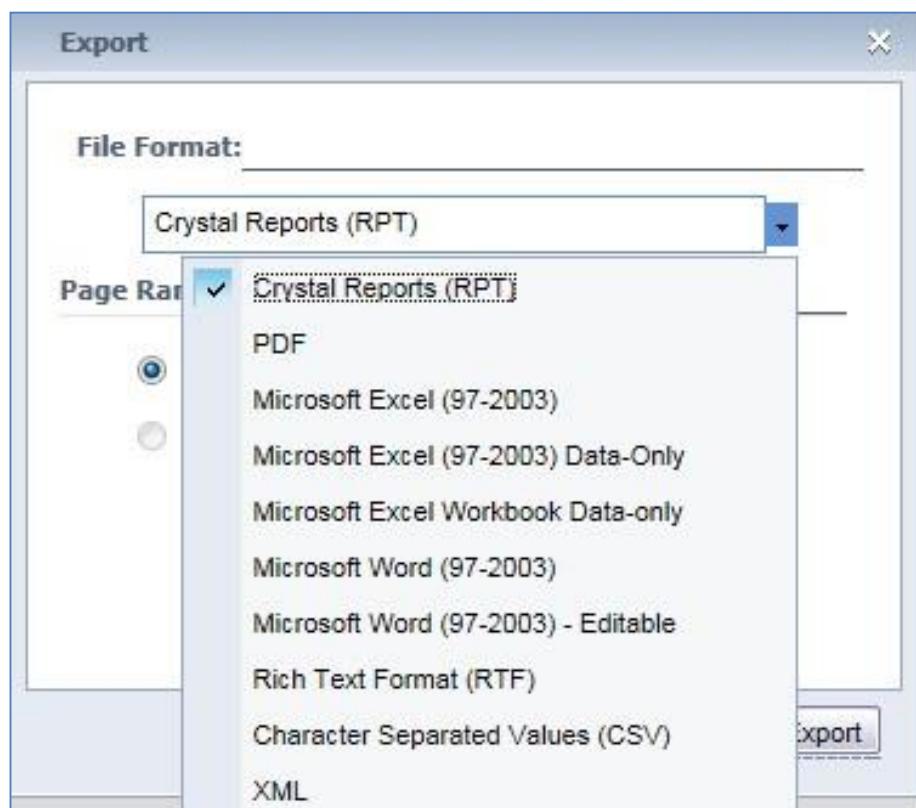
- Select printer
- Click “Print” to print

How to Export a Report

Click on 



Select the file format from dropdown



Choose “All Pages” or “Select Pages”

A select of

From Page1 to Page 1

Export

File Format: _____

Microsoft Excel (97-2003)

Page Range: _____

All Pages

Select Pages

From:

To:

Export

Click “Export”

BILLED REVENUE SUMMARY BY STATION January 2017											Print Date : 11-18-2017	
Station Name	No Of Cust.	Cons.Amnt	ServiceChg	DM Chg	PF.Charge	Vat Amnt	PLL	NESL	Current Bill	GovtSubsidy	Total Amt	
area 2 Northern												
Bimbila	14,715	547,435.08	77,618.79	0.00	0.00	41,517.15	27,374.11	27,374.11	679,151.63	42,167.81	721,319.24	
Buipe/Yapei	3,150	163,577.97	15,991.66	0.00	0.00	19,451.50	8,179.06	8,179.06	207,113.73	8,265.52	215,379.25	
Damango	3,333	227,478.67	18,470.84	0.00	0.00	28,573.78	11,374.66	11,374.66	286,100.00	11,172.61	297,272.61	
Gushiegu/Karaga	8,552	262,199.63	45,042.89	0.00	0.00	25,492.59	13,112.30	13,112.30	339,100.28	19,859.43	358,959.71	
Kete-Krachi	6,131	334,822.68	33,739.63	0.00	0.00	28,566.95	16,742.98	16,742.98	411,131.06	19,484.16	430,615.22	
Kpasa	10,848	225,458.50	52,586.92	0.00	0.00	15,311.43	11,273.75	11,273.75	293,982.32	21,922.03	315,904.35	
Pong-Tamale/Save	6,732	221,568.68	37,983.15	0.00	0.00	14,732.32	11,080.60	11,080.60	276,571.21	19,874.14	296,445.35	
Saboba/Chereponi	7,274	260,530.94	38,713.21	0.00	0.00	27,453.42	13,027.64	13,027.64	335,453.18	17,299.67	352,752.85	
Salaga	8,175	329,961.93	43,469.75	0.00	0.00	25,157.62	16,499.15	16,499.15	408,618.50	22,969.10	431,587.60	
Tamale	31,227	4,947,693.61	184,416.18	202.60	20.26	606,530.25	247,392.51	247,392.51	6,053,693.99	179,953.93	6,233,647.92	
Yendi	8,844	543,572.54	51,446.99	0.00	0.00	48,486.60	27,180.27	27,180.27	668,071.60	29,795.07	697,866.67	
Zabzugu/Tatale	6,247	181,128.56	33,584.88	0.00	0.00	12,383.13	9,057.13	9,057.13	229,388.11	15,822.72	245,210.83	
area 2 Northern	115,228	8,245,428.79	633,064.89	202.60	20.26	893,656.74	412,294.16	412,294.16	10,188,375.61	408,585.99	10,596,961.60	
Grand Total:	115,228	8,245,428.79	633,064.89	202.60	20.26	893,656.74	412,294.16	412,294.16	10,188,375.61	408,585.99	10,596,961.60	

Review of Reports

This function allows the reviewer to go back and forth to scroll through a report.

The user can click on the forward and backward icons to view as below.

