

Annex 13:

Upgrading of Billing System

UPGRADING OF BILLING SYSTEM OF FCTWB **TECHNICAL SPECIFICATION**

Billing and Customer Services

General Requirements

- Implement system-wide web-browser based modern and user-friendly interface.
- Implement functions to allow flexible retrieval, sorting and extraction of data by any attributes.
- Create input boxes to allow comments in the application lifecycle.
- Implement flexible and fast search routine using any attribute of choice.
- Optimize system to allow fast retrieval of large amounts of data.

Billing

- Implement automated validation function to prompt alerts whenever irregular, questionable and abnormal values are detected compared to past consumptions or a pre-set range of consumption and also large outstanding balances as well.
- Implement function to allow optional estimated billing.
- Implement function to allow exclusion of customer from billing.
- Migrate billing history to the new database.
- Optimize billing module to accurately use meter readings for bill computation.
- Optimize metering module to allow automated removal of estimated bills when meter readings are captured for past months.

Metering

- Create tunnels for integrating handheld metering for future implementation.
- Optimize meter reading capture module to accurately integrate meter readings with billing functions.
- Optimize meter editing module to become more user friendly.
- Migrate meter reading history to the new database

Revenue

- Create interface to allow automated and accurate distribution of payments from suspense account to individual customer accounts.
- Automate transfer of e-payments from payment provider into the billing database.
- Migrate payment history to the new database.

Audit

- Implement interface to allow validation of payments (e-Payments included) before posting into individual customer accounts.

Customer Management

- Optimize account number assignment during customer creation to eliminate arbitrary values and duplicates.

- Optimize customer editing module to become more user friendly.
- Add new data entry attributes such as zones (may not be included in the bill print out)

Reports

- Implement functions to allow flexible retrieval, sorting and extraction of data by any attributes.
- Data reporting and exports should include both Naira value and water volume (cubic meter).
- Create new report templates.

Security

- Implement global standards security system with emphasis on validation, encryption, “bug” tracking and potential threats ensuring a secure and hack-free system.
- Implement role based authorization.
- Create admin module for easy management of users and their associated system roles.

Hardware

- See Bill of Quantity - items 1 and 2.

Platform Software

- See Bill of Quantity - items 3 and 4.

Services

- Setup the new servers within an enterprise architecture.
- Install and configure new software and necessary components on the FCTWB billing servers.
- Set up of six (6) sets of computer workstation with interconnectivity to the FCTWB domain.

Training

- Conduct a five day training of system administrators and operators on use of new software.
- Create user manuals (one (1) soft copy and two (2) hard copies)

Maintenance

- Maintain system for two (2) years after deployment.

BILL OF QUANTITY (BOQ)

No	Category	Cost Items	Description	Qty.	Unit	Unit Price (₦)	Amount (₦)
1	Server Infrastructure	Computer Server and Accessories	HP ProLiant DL560 Gen8 E5-4603v2 2P 32GB-R Hot Plug SFF 1200W RPS Server Enterprise Server	3	unit		
2	Computers	High-end Computer Workstations	HP HPE h8qe series, 8GB HDD, 1TB RAM	6	unit		
3	Platform Software	Operating System	Microsoft Windows Server 2012 R2	3	license		
4	Platform Software	Microsoft SQL Server	Microsoft SQL Server 2014 Standard Edition (1 processor license)	1	license		
5	Custom Enterprise Software	Automated Billing Application	Custom Automated Billing Application (ActivePUMA 1.0 Upgrade)	1	license		
6	Custom Enterprise Software	Automated Billing Application	Custom Automated Billing Application (Merging of upgraded ActivePUMA 1.0 and ActivePUMA 3.0 into one common platform)	1	license		
7	Implementation, Integration and Deployment	Data Integration	Existing and new data integration (millions of payment, bill, meter reading and customer records)	1	lot		
8	Training	Training, Capacity Building and Refreshment	Five day training of system administrators and operators on use of new software	5	day		
						Sub-Total	
						5% VAT	
						Grand Total	



FCT WATER BOARD

ACTIVE PUMA 4.0 HYBRID BILLING & CUSTOMER INFORMATION SYSTEM
USER MANUAL



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Document Guide

This document is intended for FCT Water Board system operators and contains technical terms which can only be better interpreted by the target users.

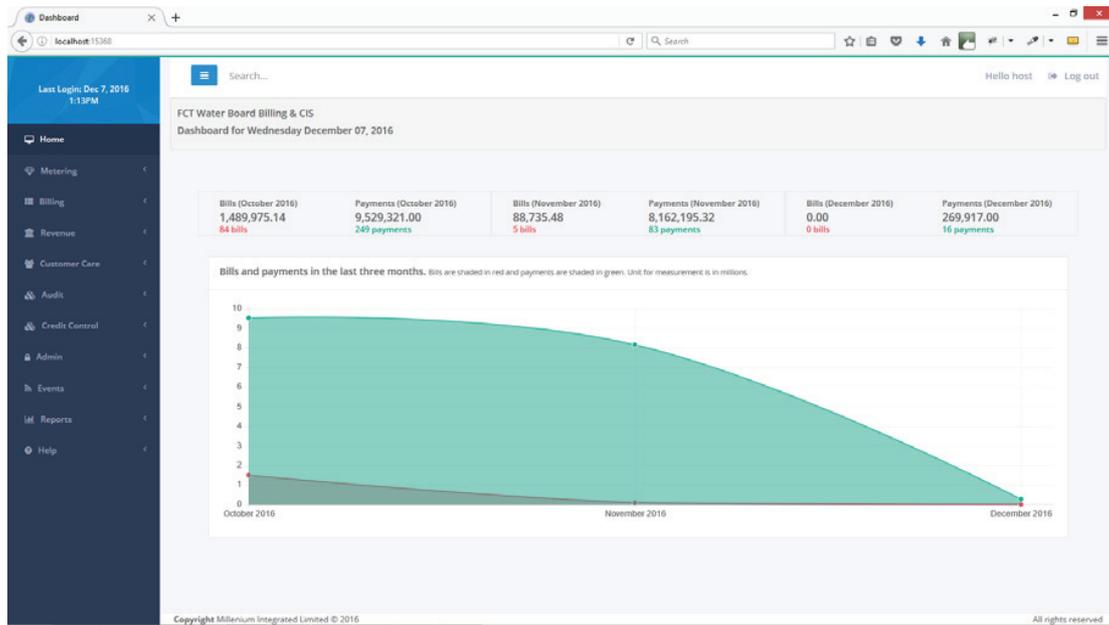
Purpose of Documentation

This purpose of this document is to provide the FCT Water Board system operators a comprehensive guide on how to operate the remodeled Active PUMA 4.0 Hybrid Billing and Customer Information System. It also doubles as a go-to document should any aspect of the application become unclear.

Document History

Date	Author	Version	Change Reference
Dec, 2016	Lekan Omotosho	.1	Initial release

APPLICATION DASHBOARD AND SYSTEM OVERVIEW



The system summary can be viewed at a glance from the application dashboard. After authentication, the navigation items will be displayed and every user can perform system functions according to assigned system roles.

AUTHENTICATION

Login to Active PUMA 4.0

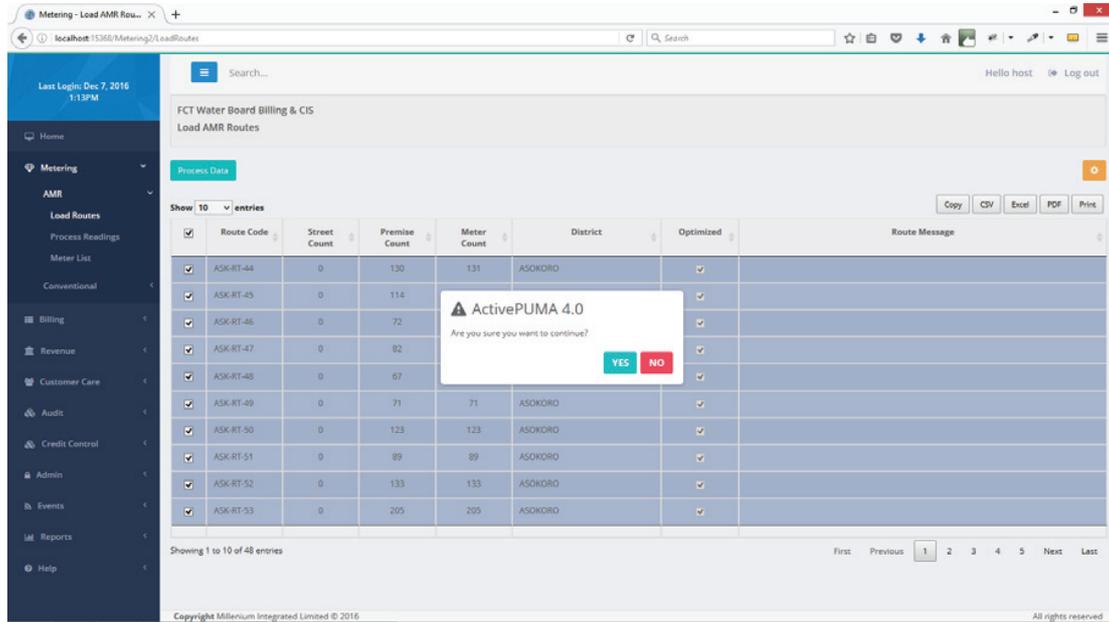
To login to the application, enter your username and password. If you are working on a personal computer and want the system to store your login credentials, select <Remember me?>. However, this is not recommended.

After a successful login attempt, you will be redirected to the application dashboard where the navigation menu can be accessed.

The login form is titled 'Login to Active PUMA 4.0 Billing System'. It contains the following elements:

- Username field:** A text input field with the error message 'The Username field is required.' below it.
- Password field:** A text input field with the error message 'The Password field is required.' below it.
- Remember me? checkbox:** An unchecked checkbox next to the text 'Remember me?'.
- Log in button:** A green button labeled 'Log in'.

5. Click submit button to display the selected routes.
6. Select the desired routes to load.
7. Click process data.
8. Accept the confirmation dialog to finish.



METERING MODULE

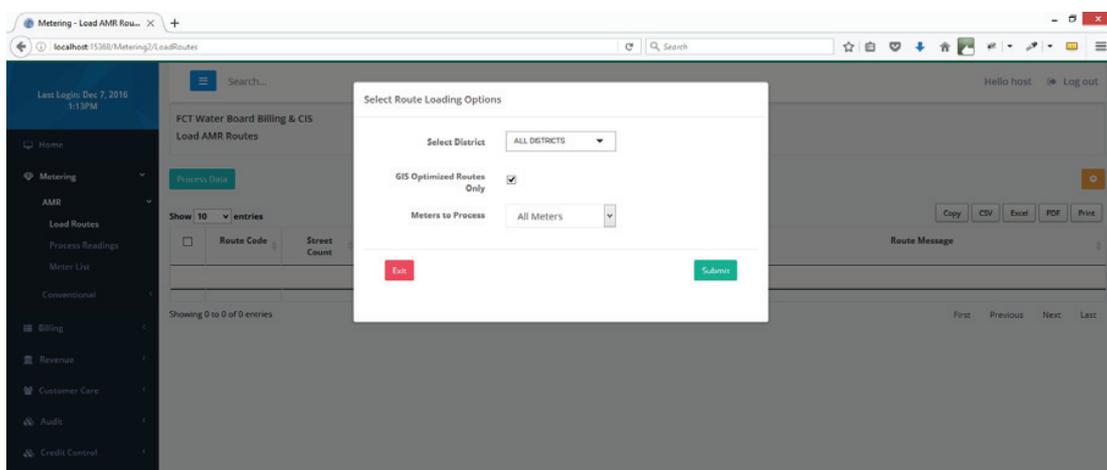
Conventional and AMR Metering functions have been merged into one common interface for simplicity and enhanced efficiency.

AMR

Load AMR Routes

To load AMR routes for meter reading, use the following steps:

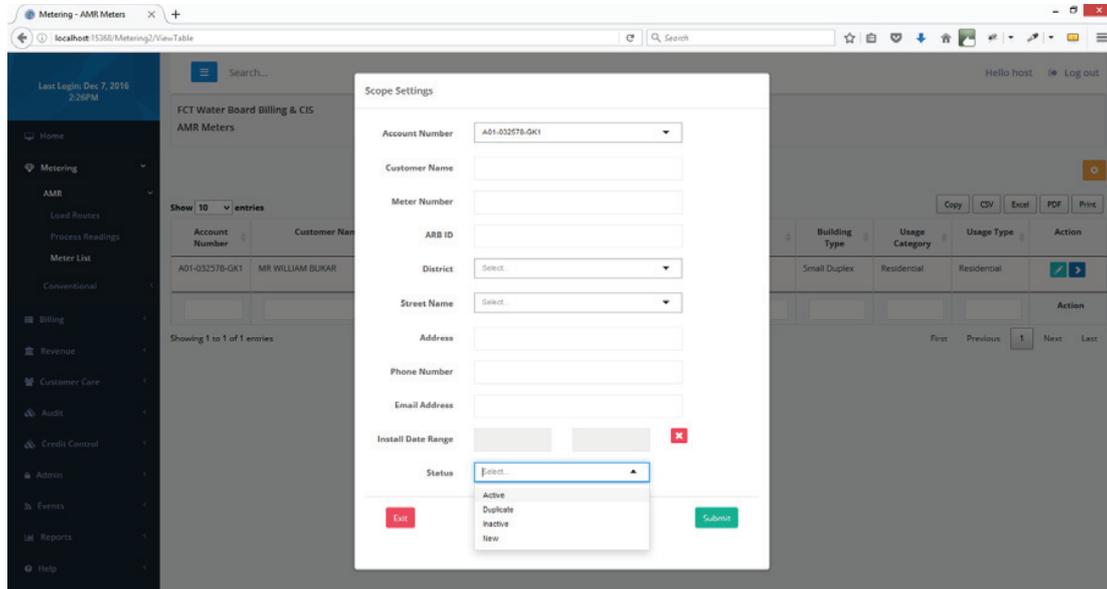
1. Expand Metering navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Load Routes to display the page.
4. Click Scope Settings button on the upper right hand corner of the page to select route loading options.



AMR Meter List

To view AMR meter list and perform metering functions, use the following steps:

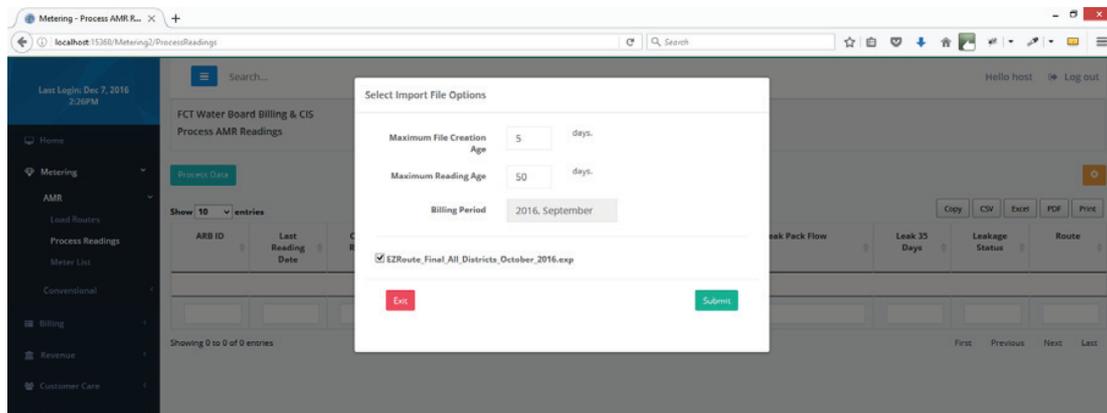
1. Expand Metering navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Meter List
4. Click Scope Settings button on the upper right hand corner of the page to select meter display options.



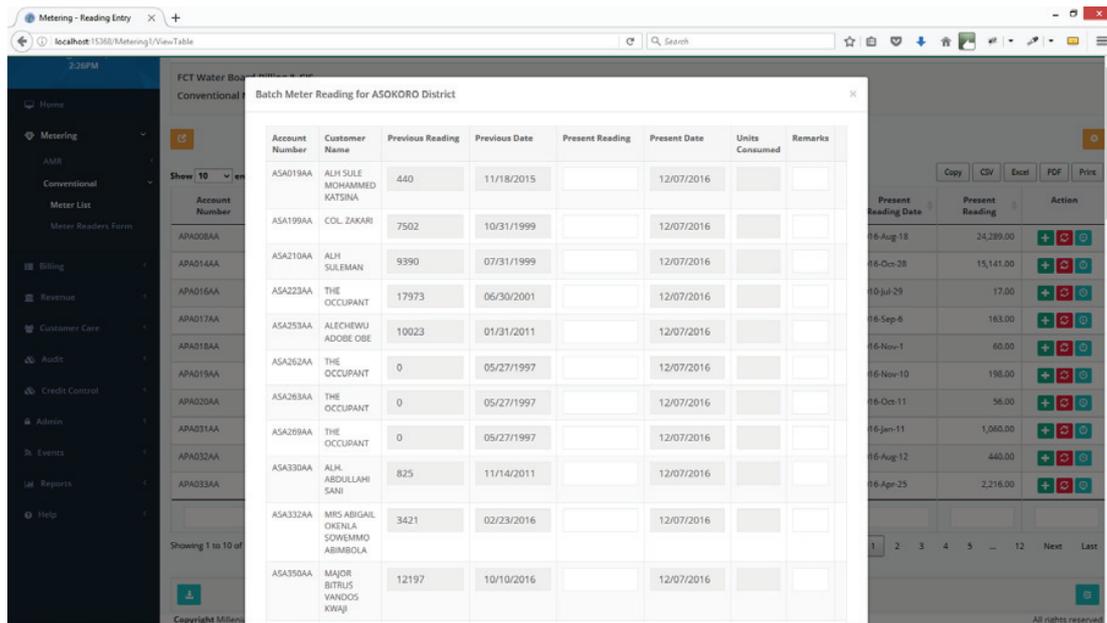
Process AMR Readings

To process AMR Readings, use the following steps:

1. Expand Metering navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Process Reading to display the page.
4. Click Scope Settings button on the upper right hand corner of the page to select import file options.



1. Click submit button to process.
2. Accept the confirmation dialog to finish.



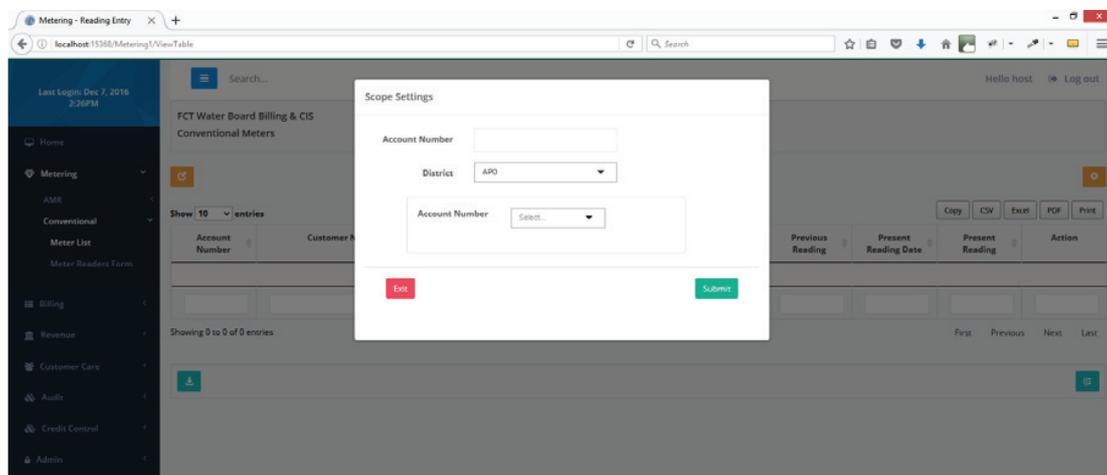
7. Use the Import Meter Reading button to import meter readings from an external system.
8. Use the button at the top left of the page to navigate to billing page.

CONVENTIONAL

Conventional Meter List

To view Conventional meter list and perform metering functions, use the following steps:

1. Expand Metering navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Meter List
4. Click Scope Settings button on the upper right hand corner of the page to select meter display options.



5. Use the Action area to enter, reset or view meter reading history.
6. Use the Batch Meter Reading button to display modal for multiple meter readings.

BILLING MODULE

Conventional and AMR Billing functions have been merged into one common interface for simplicity and enhanced efficiency.

AMR

Manage Customers

To manage customers, use the following steps:

1. Expand Billing navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Expand Customers navigation sub-menu item.
4. Click Manage Customer.
5. Click Scope Settings button on the upper right hand corner of the page to select Customer filter options.

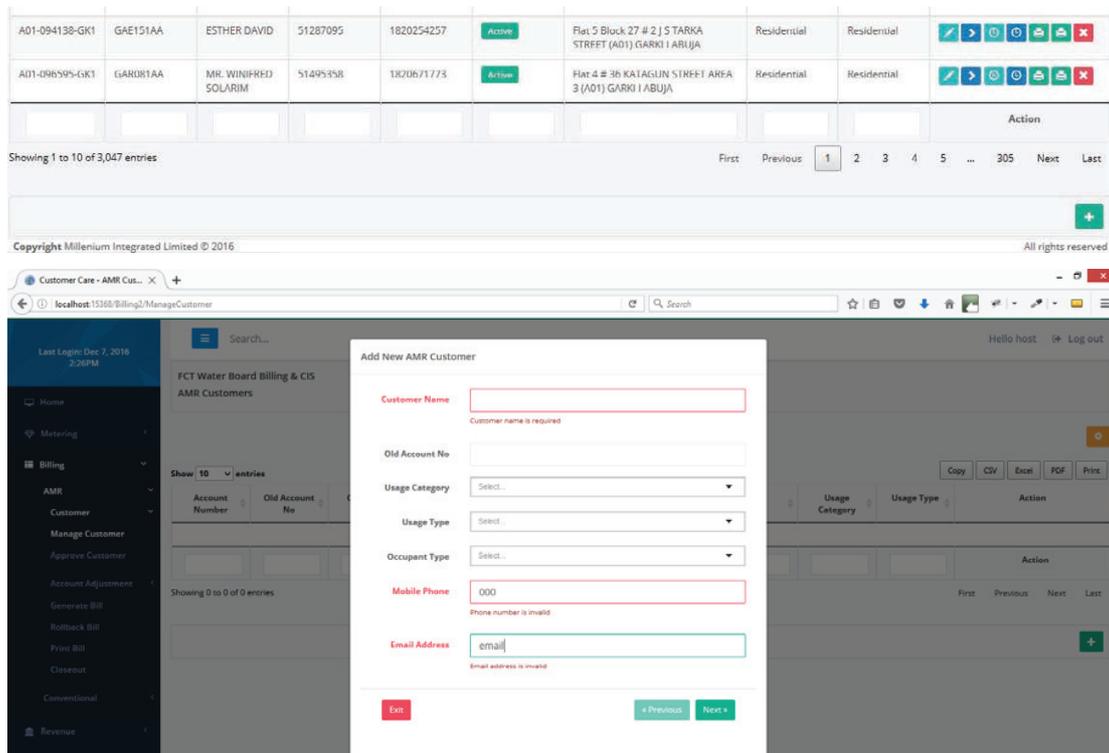
The screenshot shows a web browser window at localhost:15368/Billing/ManageCustomer. A 'Scope Settings' modal is open, displaying various input fields for customer information. The 'District' dropdown menu is open, showing options: ASOKORO, CENTRAL AREA, GARKO I, GARKO II, MATARA, WOSE I, and WOSE II. Other fields include Account No., Name, Meter No., ARB ID, Street, Address, Phone, Email, Account Bal., Last Units Cons., Last Bill Amt., Last Pay Amt., Last Bill Date, Last Payment Date, Install Date, and Status. There are 'Exit' and 'Submit' buttons at the bottom of the modal.

Conventional Meter Readers Form

To print Conventional meter readers' form, use the following steps:

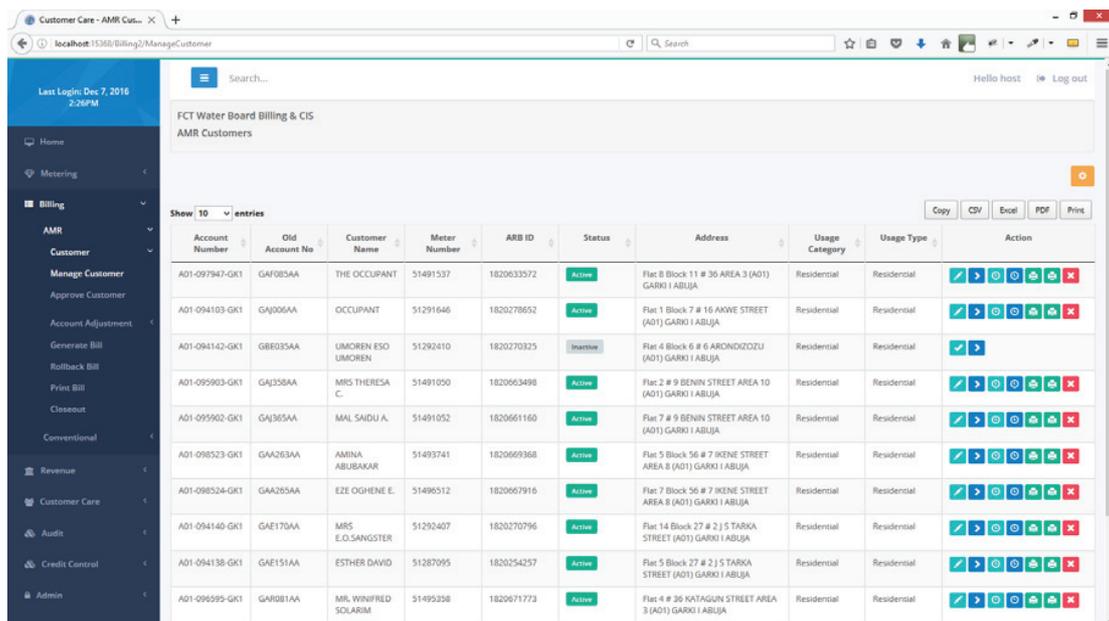
1. Expand Metering navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Meter Readers Form
4. Click Scope Settings button on the upper right hand corner of the page to select form options.

The screenshot shows a web browser window at localhost:15368/Metering/Print. A 'Scope Settings' modal is open, with the 'District' dropdown menu set to 'ASOKORO'. The modal has 'Exit' and 'Submit' buttons. In the background, the 'Meter Readers Form' page is visible, showing a 'Printed By' field and a 'Grand Total: 0 record(s)' indicator.



New AMR Customer Modal

6. Use the Action area to manage customer.

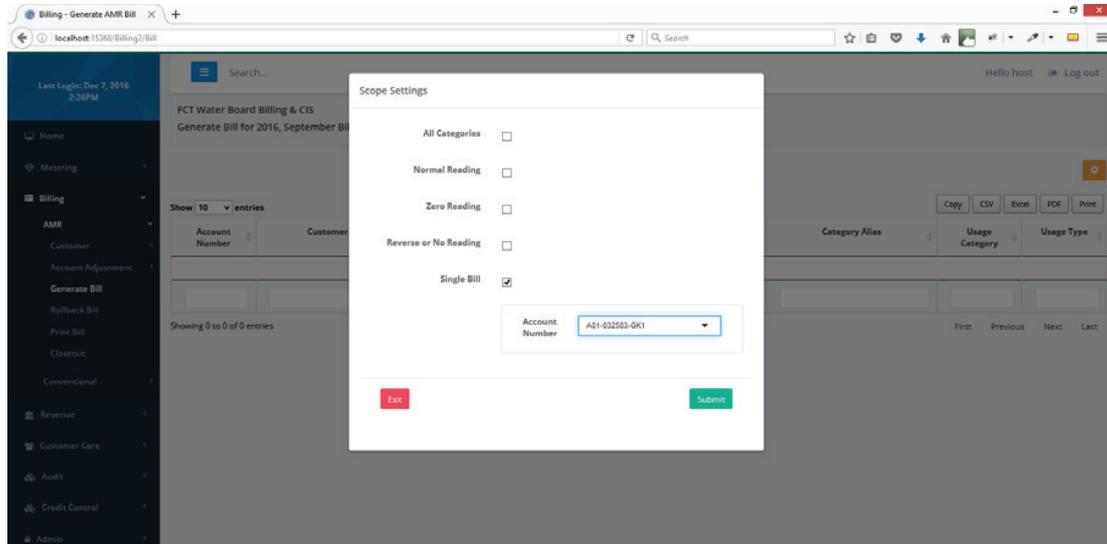


7. Use the button at the bottom right of the page to create new customer.

Generate AMR Bill

To generate AMR bill, use the following steps:

1. Expand Billing navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Generate Bill.
4. Click Scope Settings button on the upper right hand corner of the page to select bill generation options.

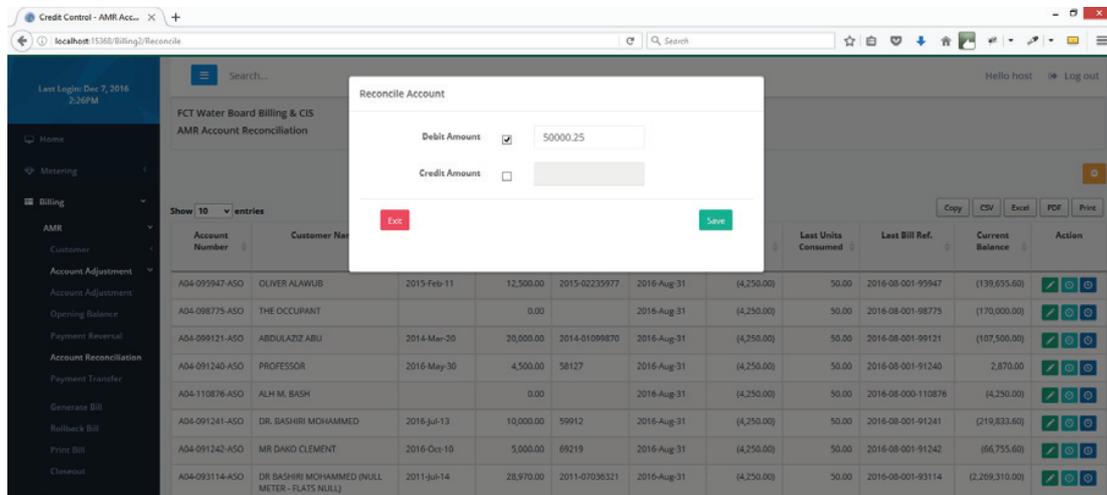


5. Select one of the bill generation categories

Account Adjustment

To adjust AMR customer accounts, use the following steps:

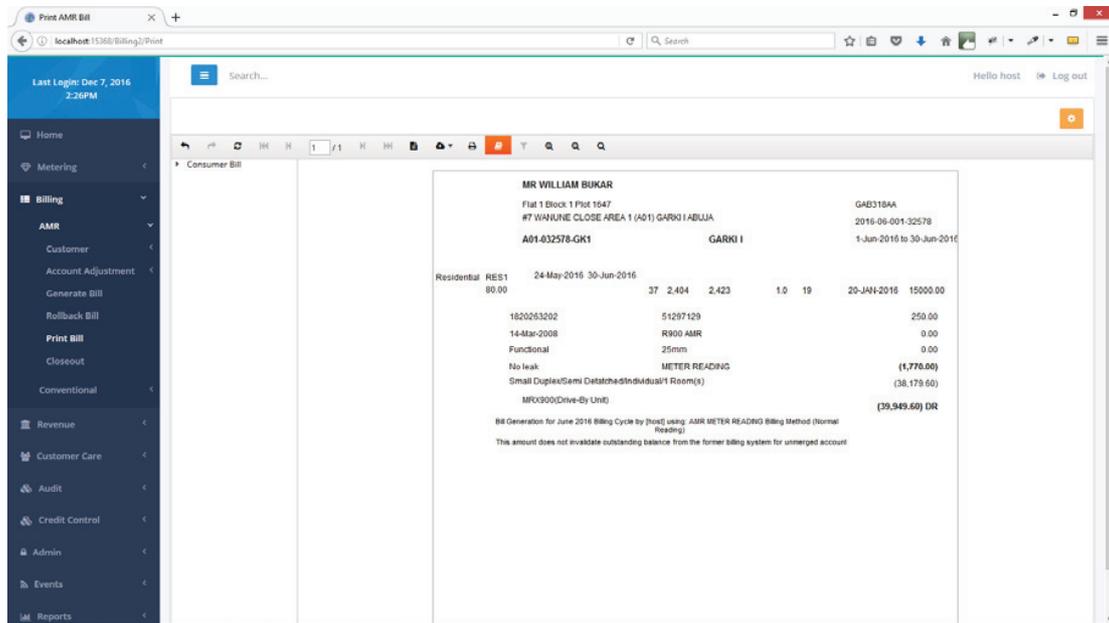
1. Expand Billing navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Expand Account Adjustment navigation sub-menu item.
4. Click Account Adjustment to adjust account.
5. Click Opening Balance to update or insert opening balance.
6. Click Payment Reversal to reverse payments.
7. Click Account Reconciliation to reconcile accounts.
8. Click Payment Transfer to transfer payments.



Print AMR Bill

To print AMR bill, use the following steps:

1. Expand Billing navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Print Bill.

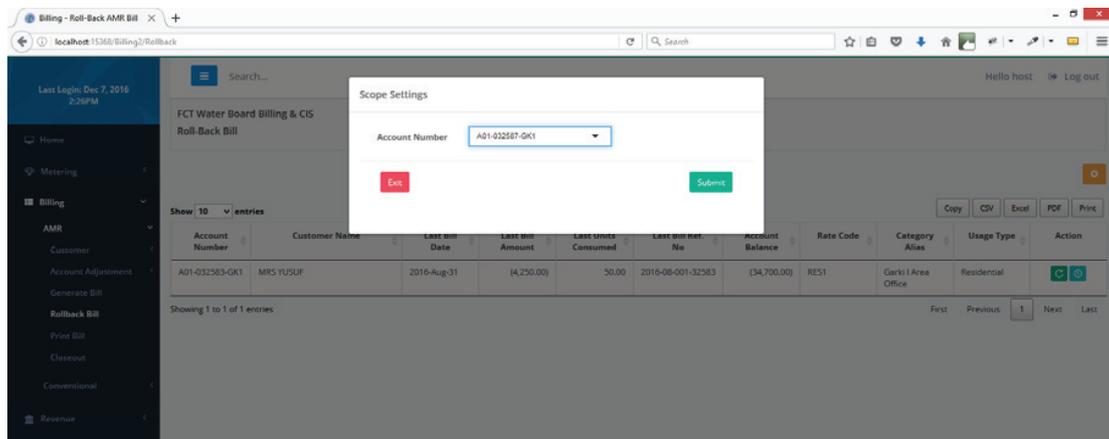


- All Categories: to generate bills for all available categories.
- Normal Reading: to generate bills for only meters that have normal reading.
- Zero Reading: to generate bills for meters with zero reading.
- Reverse or No Reading: to generate bills for meters without reading.
- Single Bill: to generate bill for a particular account (having already captured the meter reading).

Rollback AMR Bill

To rollback AMR bill, use the following steps:

1. Expand Billing navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Rollback Bill.
4. Click Scope Settings button on the upper right hand corner of the page to select bill rollback options.
5. Use the Action area to rollback bill.

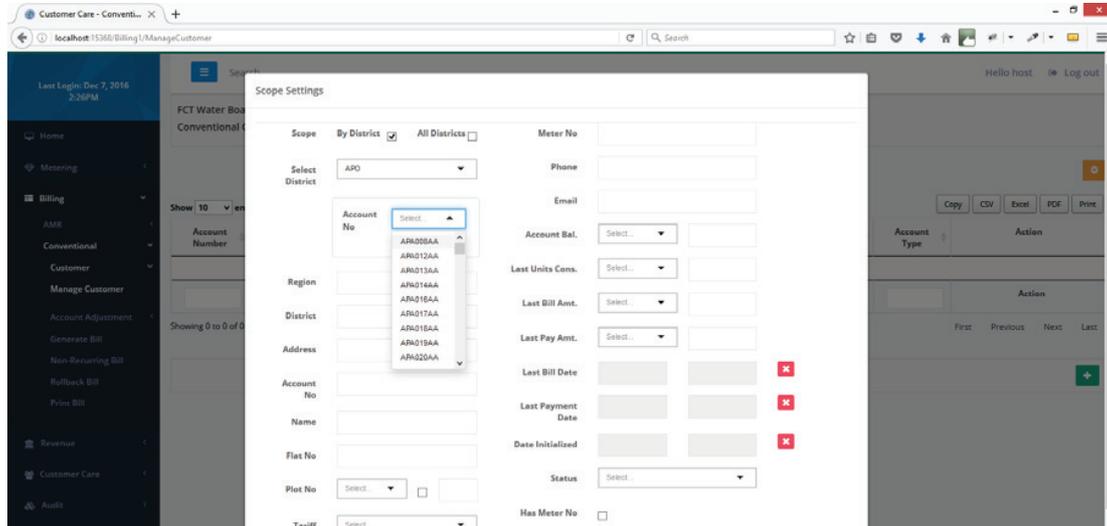


CONVENTIONAL

Manage Customers

To manage customers, use the following steps:

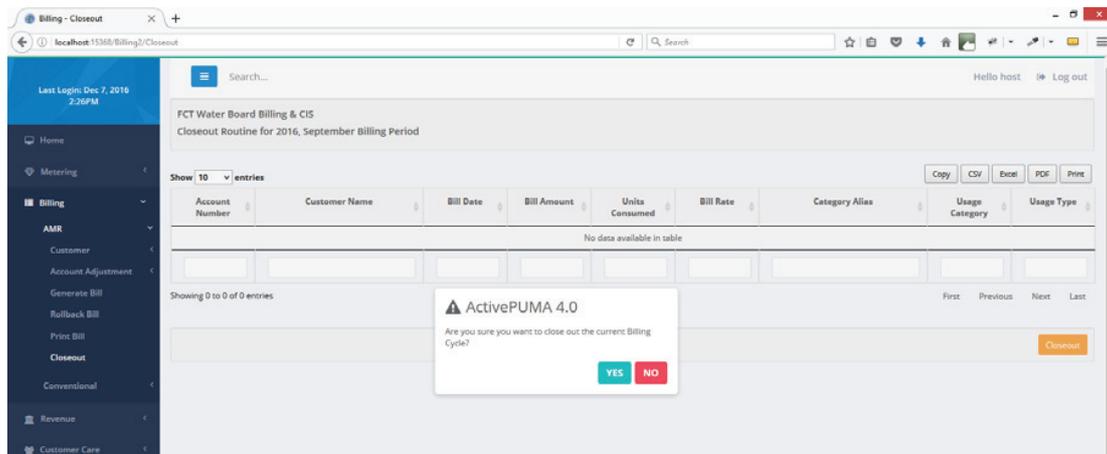
1. Expand Billing navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Expand Customers navigation sub-menu item.
4. Click Manage Customer.
5. Click Scope Settings button on the upper right hand corner of the page to select Customer filter options.

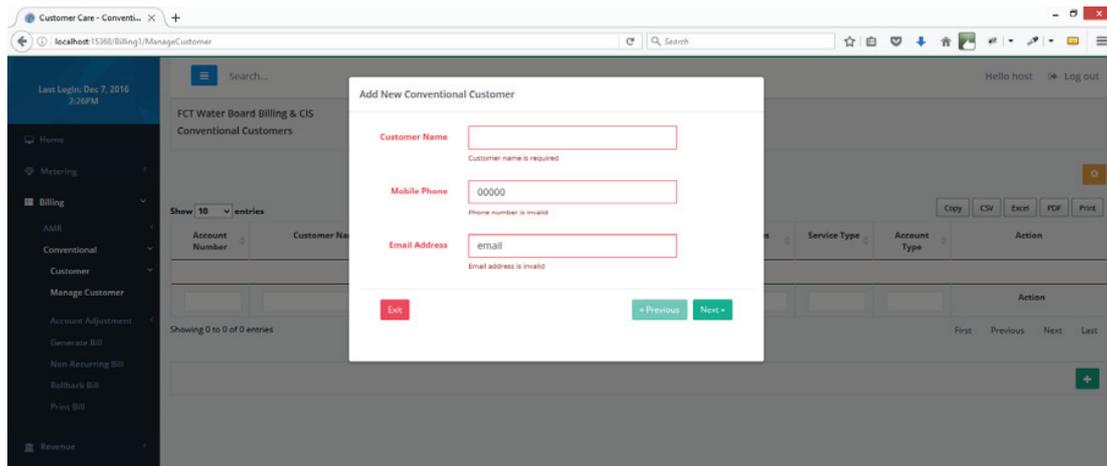


Closeout AMR Billing Cycle

To manually closeout AMR billing cycle, use the following steps:

1. Expand Billing navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Closeout to closeout current billing cycle and move to next billing cycle.





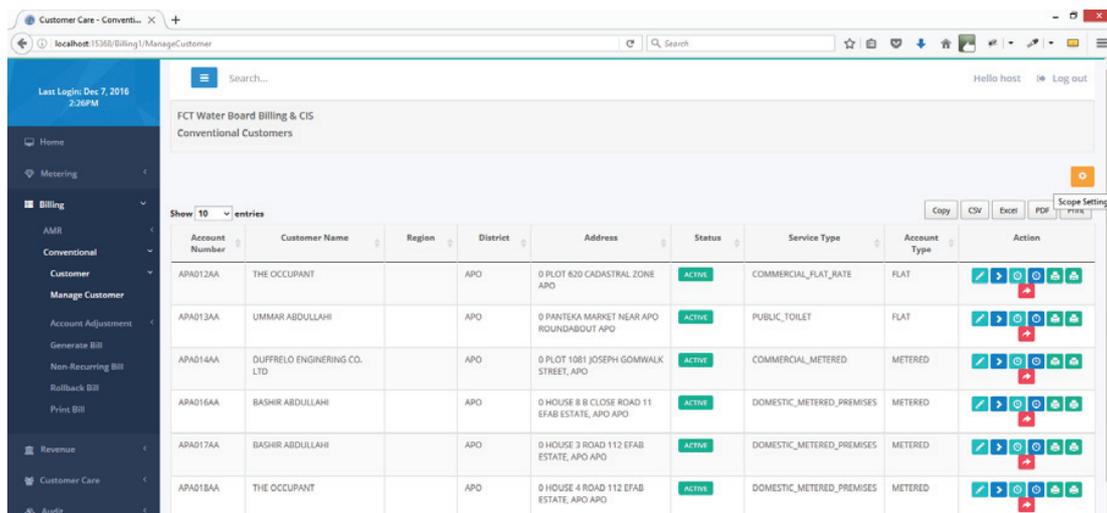
New Conventional Customer Modal

Account Adjustment

To adjust Conventional customer accounts, use the following steps:

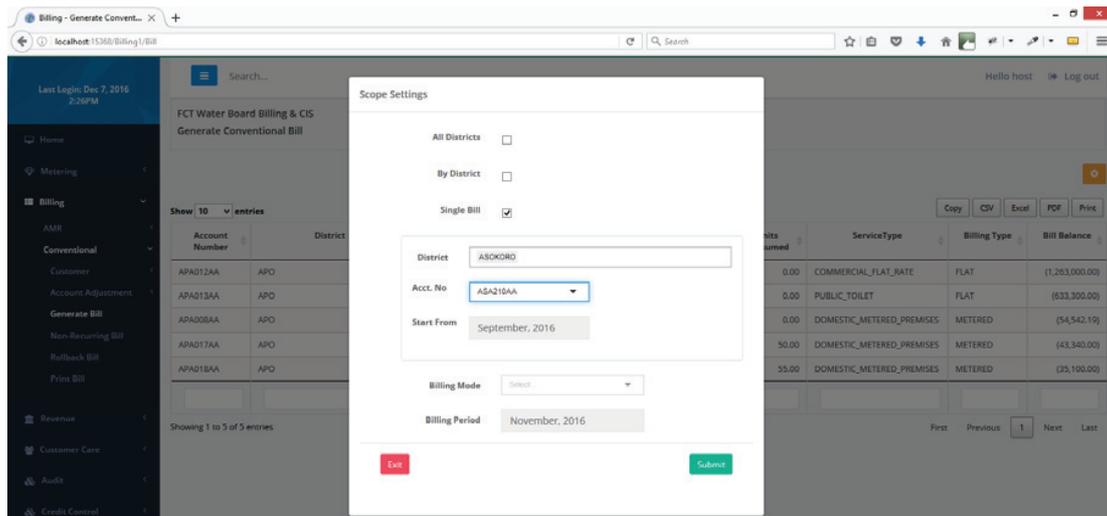
1. Expand Billing navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Expand Account Adjustment navigation sub-menu item.
4. Click Account Reconciliation to adjust account.
5. Click Scope Settings button on the upper right hand corner of the page to select Customer filter options.
6. Use the Action area to reconcile account.

6. Use the Action area to manage customer.



7. Use the button at the bottom right of the page to create new customer.



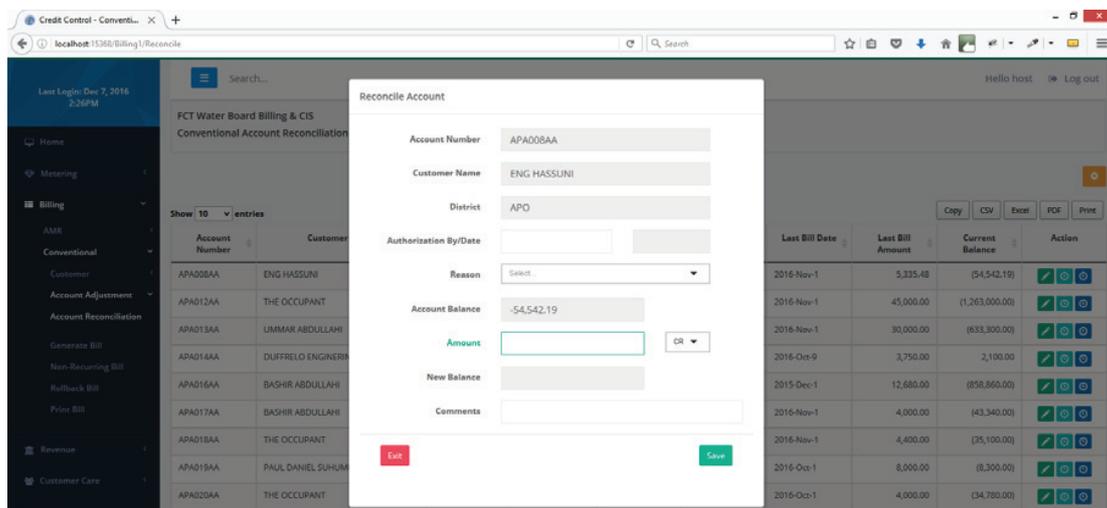


5. Select one of the three bill generation options
 - All Districts: to generate bills for all available districts.
 - By District: to generate bills by one or multiple districts.
 - Single Bill: to generate bill for a particular account.

Generate Non Recurring Conventional Bill

To generate non-recurring Conventional bill, use the following steps:

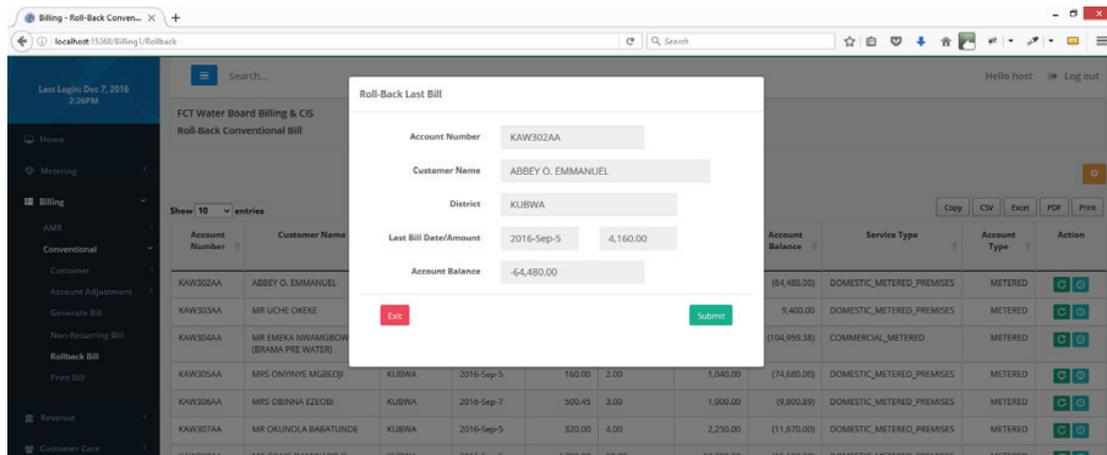
1. Expand Billing navigation menu item.
2. Expand Conventional navigation sub-menu item.



Generate Conventional Bill

To generate Conventional bill, use the following steps:

1. Expand Billing navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Generate Bill.
4. Click Scope Settings button on the upper right hand corner of the page to select bill generation options.

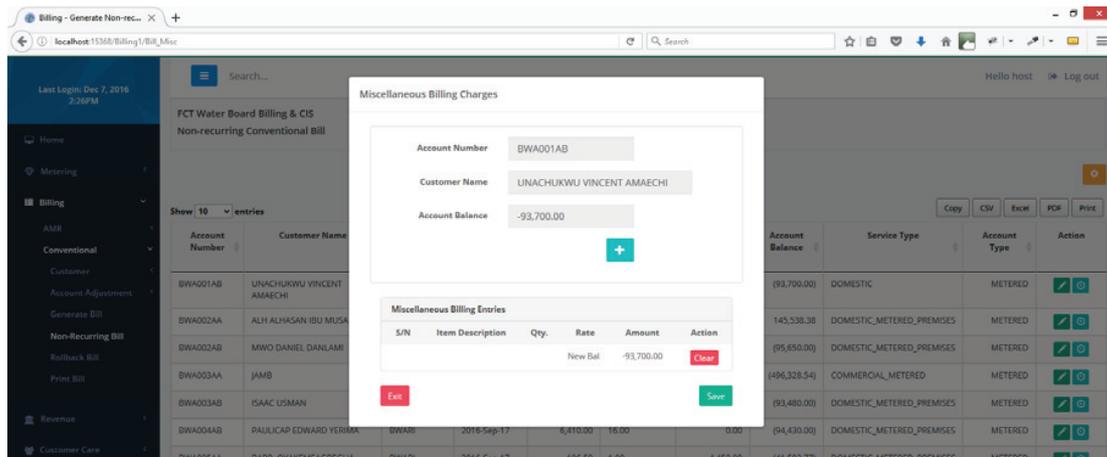


Print Conventional Bill

To print Conventional bill, use the following steps:

1. Expand Billing navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Print Bill.

3. Click Rollback Bill.
4. Click Scope Settings button on the upper right hand corner of the page to select bill rollback options.
5. Use the Action area to rollback bill.

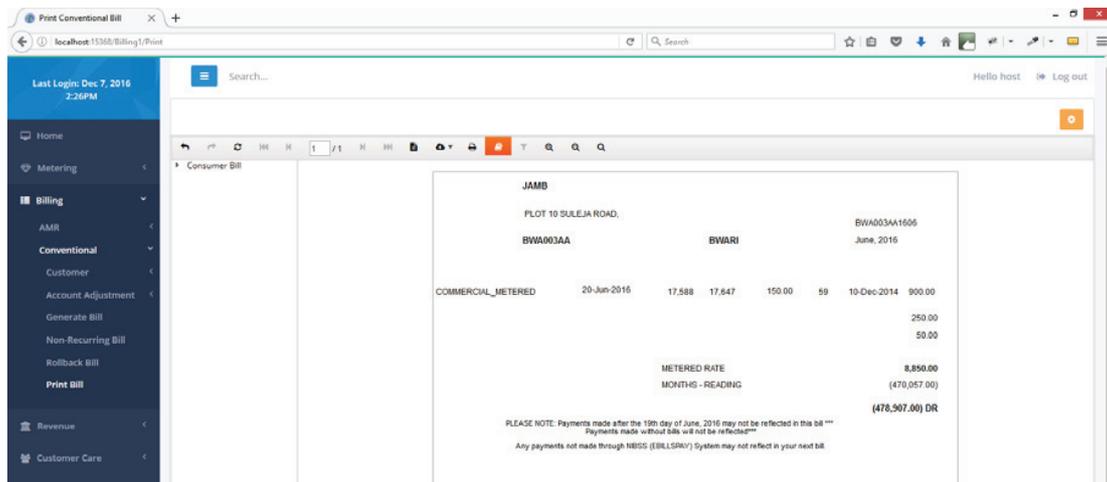
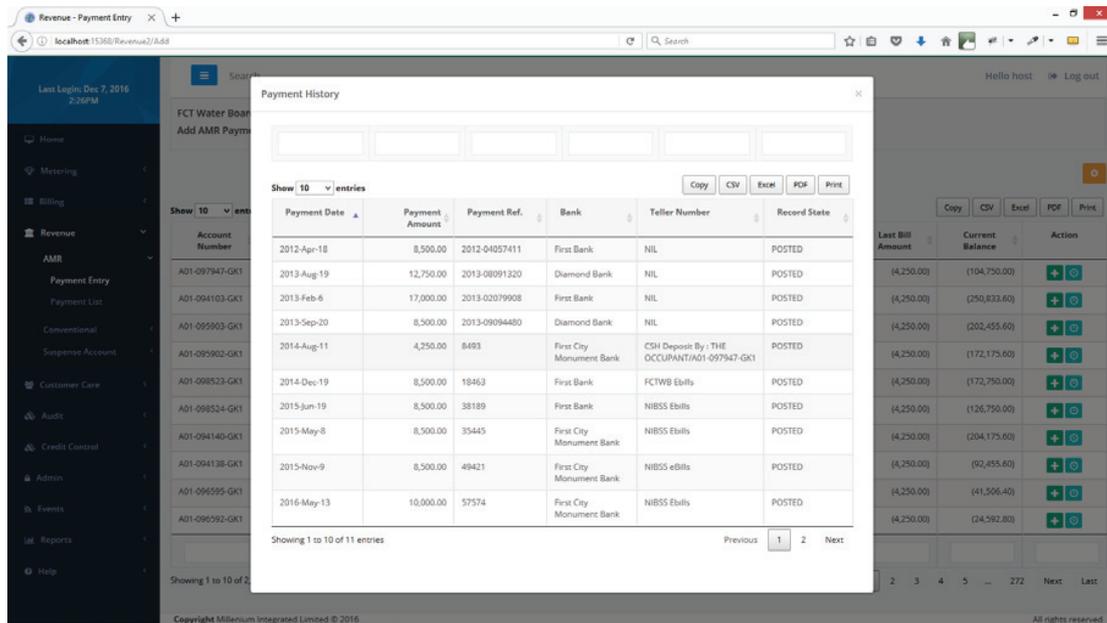


Rollback Conventional Bill

To rollback Conventional bill, use the following steps:

1. Expand Billing navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Rollback Bill.
4. Click Scope Settings button on the upper right hand corner of the page to select bill rollback options.
5. Use the Action area to rollback bill.

- Expand AMR navigation sub-menu item.
- Click Payment Entry.
- Click Scope Settings button on the upper right hand corner of the page to select Customer filter options.
- Use the Action area to view payment history and capture new payments.



REVENUE MODULE

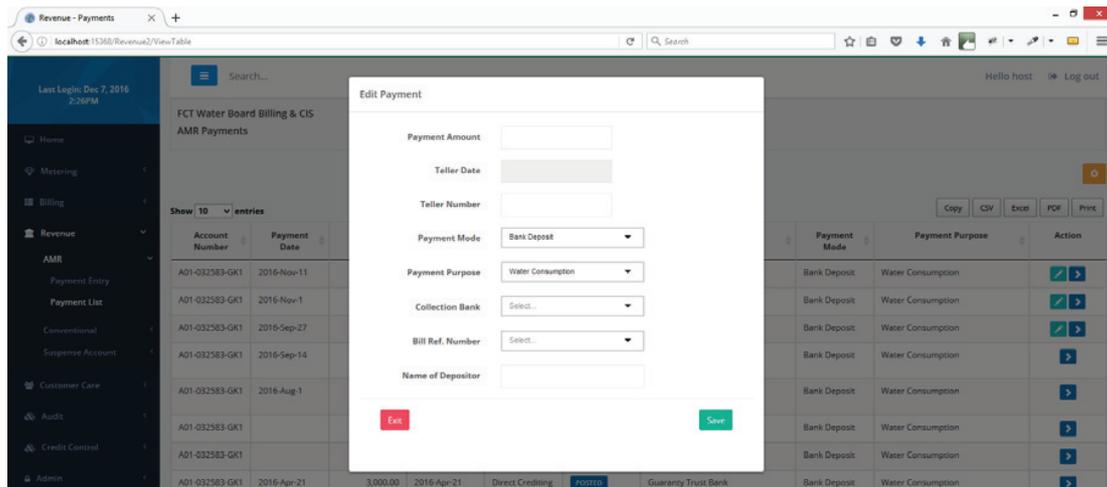
Conventional and AMR Revenue functions have been merged into one common interface for simplicity and enhanced efficiency.

AMR

Payment Entry

To enter AMR payments, use the following steps:

- Expand Revenue navigation menu item.

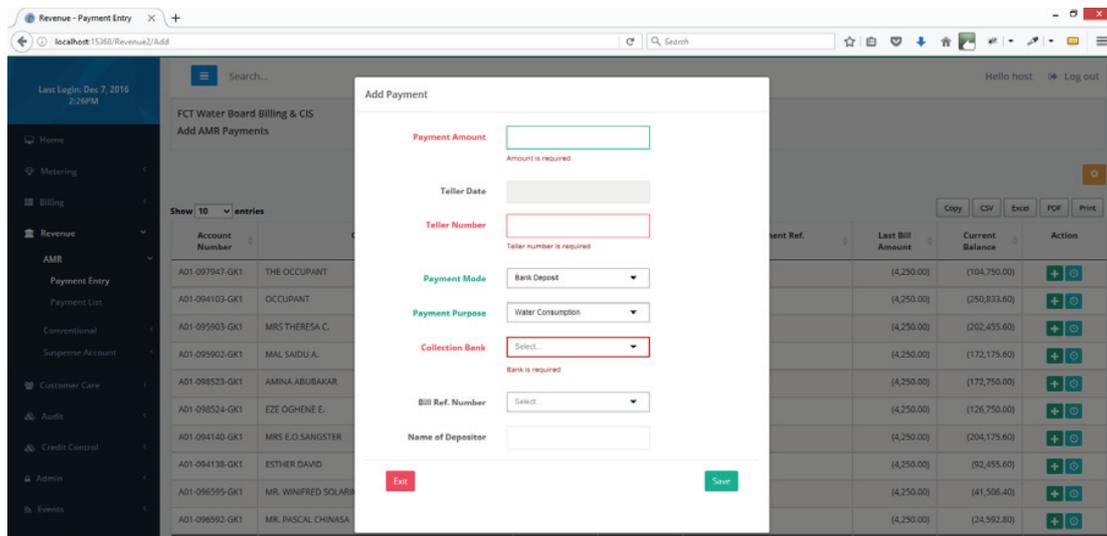


Conventional

Payment Entry

To enter Conventional payments, use the following steps:

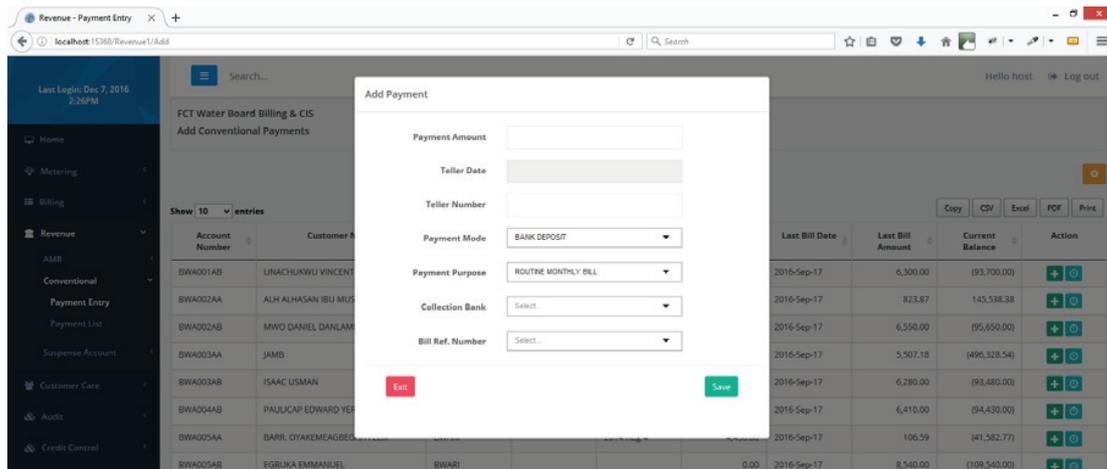
1. Expand Revenue navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Payment Entry.
4. Click Scope Settings button on the upper right hand corner of the page to select Customer filter options.
5. Use the Action area to view payment history and capture new payments.



Payment Correction

To correct AMR payments, use the following steps:

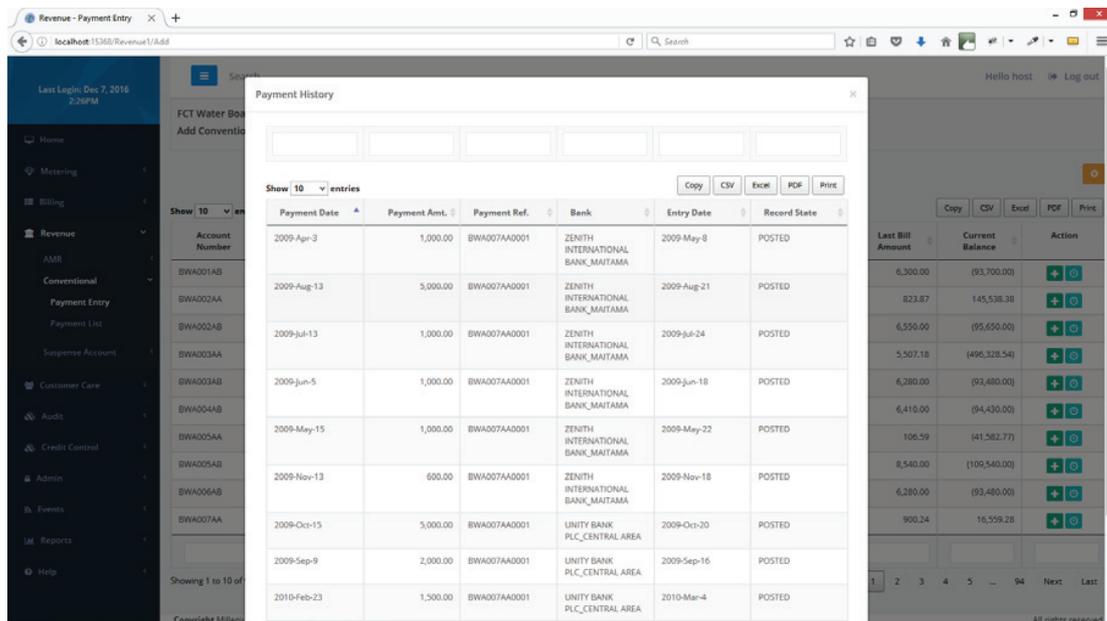
1. Expand Revenue navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Payment List.
4. Click Scope Settings button on the upper right hand corner of the page to select Payment filter options.
5. Use the Action area to manage payment.



Payment Correction

To correct Conventional payments, use the following steps:

1. Expand Revenue navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Payment List.
4. Click Scope Settings button on the upper right hand corner of the page to select Payment filter options.
5. Use the Action area to manage payment.



AUDIT MODULE

Conventional and AMR Audit functions have been merged into one common interface for simplicity and enhanced efficiency.

AMR

Payment Validation

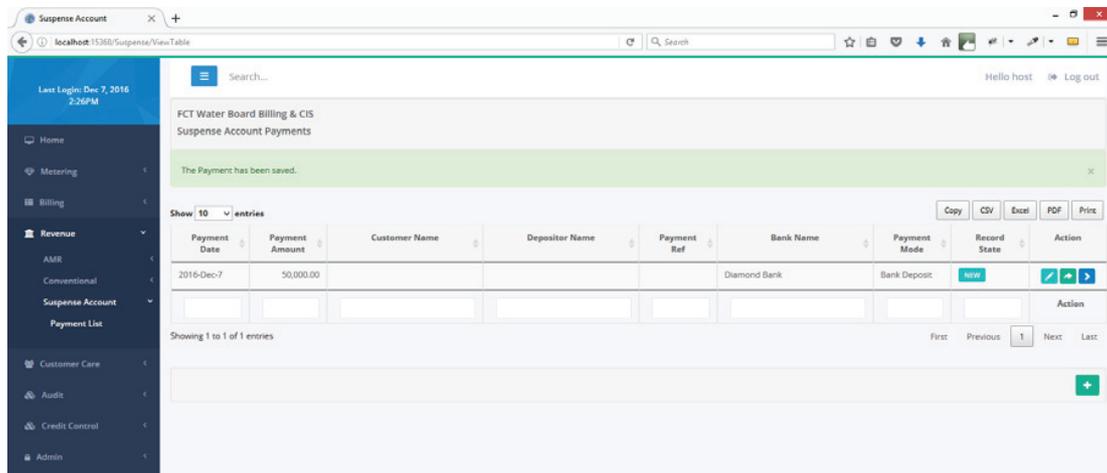
To validate AMR payments, use the following steps:

1. Expand Audit navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Payment Validation.
4. Use Action area to view payment audit trail.
5. Select payment(s) to validate.
6. Click Validate button to validate payments.
7. Accept confirmation dialog to save validation.

Suspense Payment Entry

To enter suspense payment, use the following steps:

1. Expand Revenue navigation menu item.
2. Expand Suspense Account navigation sub-menu item.
3. Click Payment List.
4. Use Action area to manage suspense payments.
5. Click Add button on the lower right hand corner of the page to add suspense payment.

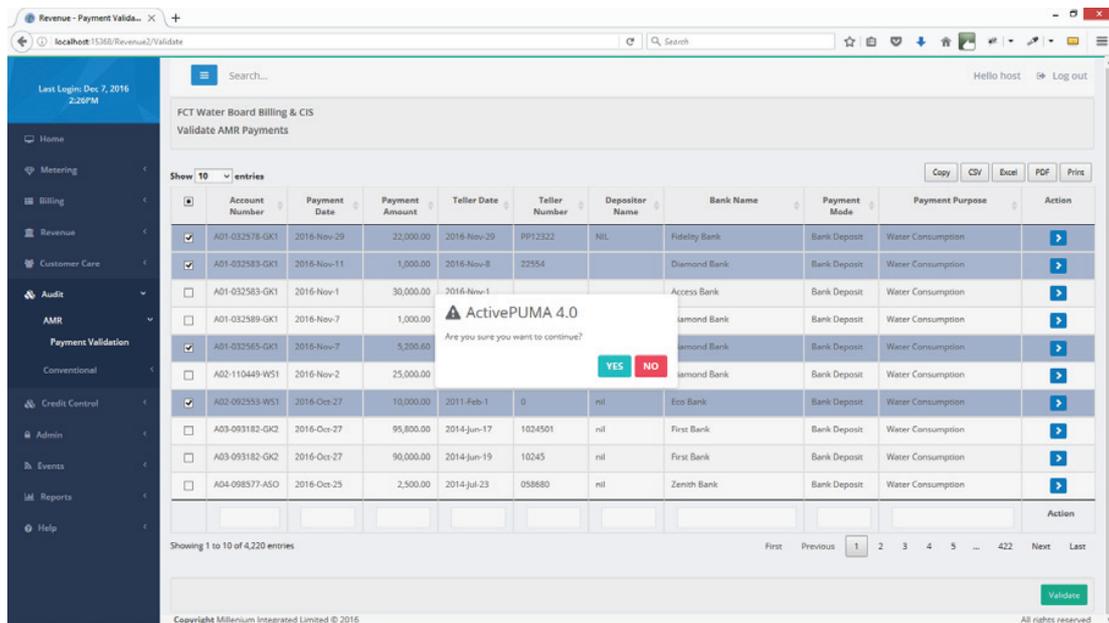


Conventional

Payment Validation

To validate Conventional payments, use the following steps:

1. Expand Audit navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Payment Validation.
4. Use Action area to view payment audit trail.
5. Select payment(s) to validate.
6. Click Validate button to validate payments.
7. Accept confirmation dialog to save validation.



CREDIT CONTROL MODULE

Conventional and AMR Credit Control functions have been merged into one common interface for simplicity and enhanced efficiency.

AMR

Payment Posting

To post AMR payments, use the following steps:

1. Expand Credit Control navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Payment Posting.
4. Use Action area to view payment audit trail.
5. Select payment(s) to post.
6. Click Post button to post payments or click Devalidate button to send payment back for validation.
7. Accept confirmation dialog to save payments posting.

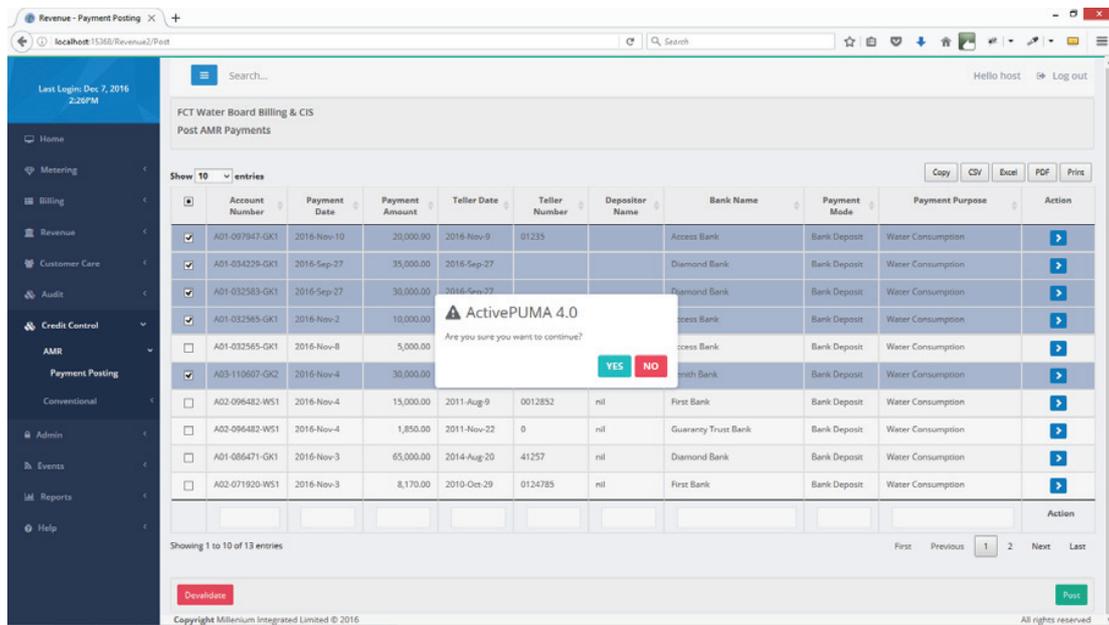
<input type="checkbox"/>	Account Number	Payment Date	Payment Amount	Teller Date	Teller Number	Bank Name	Payment Mode	Payment Purpose	Action
<input type="checkbox"/>	APA012AA	2016-Nov-29	20,000.00	2016-Nov-29		Fidelity Bank	Bank Deposit	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	BWA002AA	2016-Nov-1	20,000.00	2016-Nov-1		Access Bank	Bank Deposit	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	APA037AA	2016-Nov-7	299.40	2016-Nov-7		Diamond Bank	Bank Deposit	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	ASA209AA	2016-Nov-7	3,500.00	2016-Nov-7		Diamond Bank	Bank Deposit	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	KUF084AB	2016-Oct-27	15,500.00	2011-Nov-23		UNITY BANK PLC_CENTRAL AREA	CASH	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	KUF519AA	2016-Oct-24	-30,000.00	2016-Jan-28		ECOBANK_ALL BRANCH	CASH	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	ASA230AA	2016-Oct-17	150,000.00	2011-Apr-21		OCEANIC BANK_WUSE	CASH	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	KUW061AA	2016-Oct-10	20,000.00	2012-Mar-12		ASO SAVINGS & LOANS_KUBWA	CASH	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	UTA219AA	2016-Oct-10	250,000.00	2012-Sep-18		UNITED BANK FOR AFRICA_WUSE2	CASH	ROUTINE MONTHLY BILL2	▶
<input type="checkbox"/>	GWG335A	2016-Oct-10	0.00	2016-Oct-10			CASH	ROUTINE MONTHLY BILL	▶

Conventional

Payment Posting

To post Conventional payments, use the following steps:

1. Expand Credit Control navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Payment Posting.
4. Use Action area to view payment audit trail.
5. Select payment(s) to post.
6. Click Post button to post payments or click Devalidate button to send payments back for validation.
7. Accept confirmation dialog to save payment posting.



CUSTOMER CARE MODULE

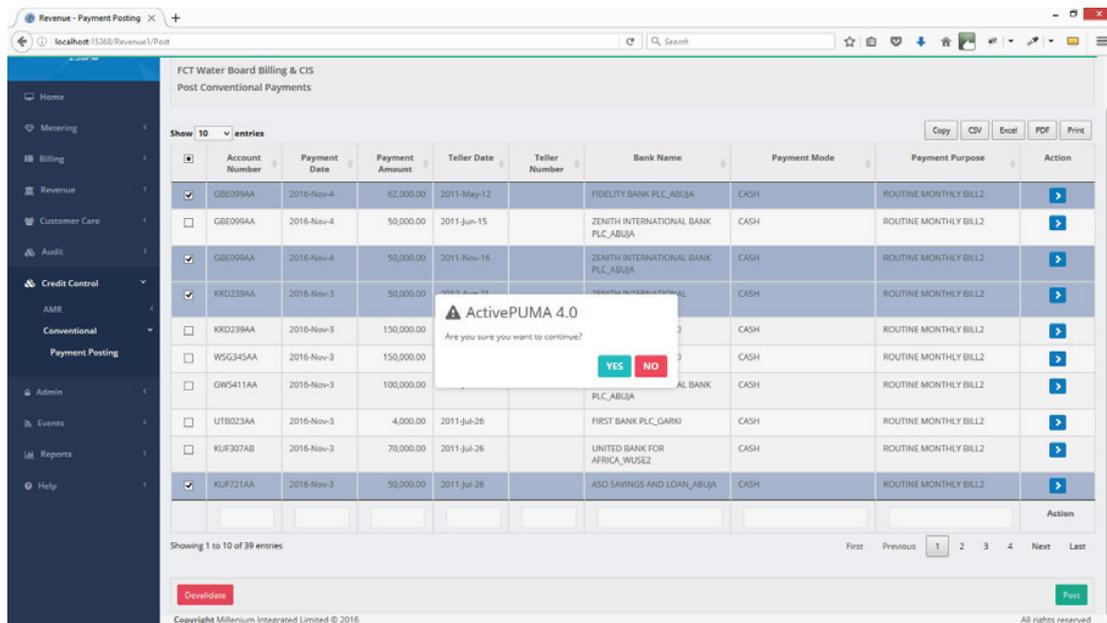
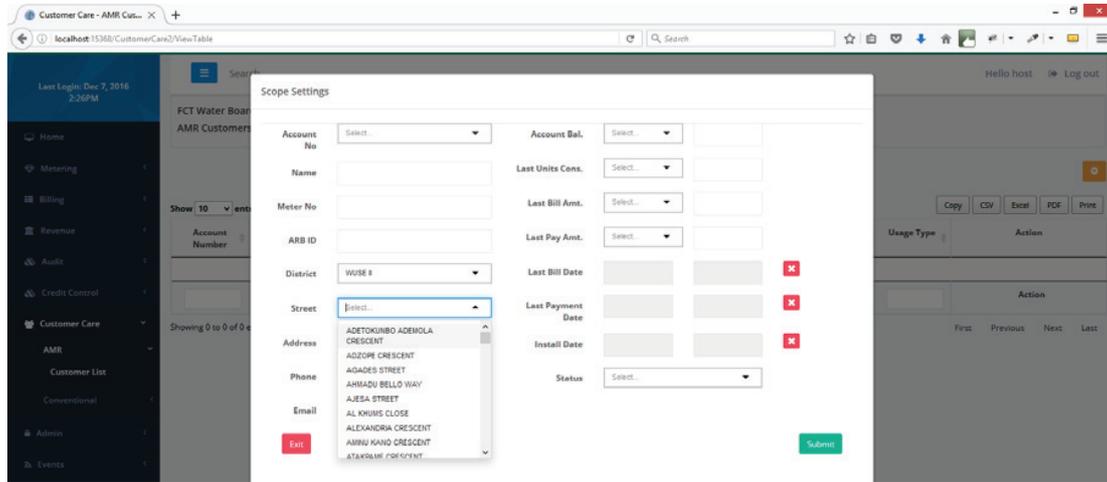
Conventional and AMR Customer Care functions have been merged into one common interface for simplicity and enhanced efficiency.

AMR

Customer List

To manage AMR customers, use the following steps:

1. Expand Customer Care navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Click Customer List.
4. Click Scope Settings button on the upper right hand corner of the page to select Customer filter options



Print AMR Account Statement

To Print AMR Account Statement, use the following steps:

1. In the Action area, click the green print icon to load the Account Statement.
2. Click Scope Settings button on the upper right hand corner of the Account Statement page to select statement date range (optional)
3. You can choose to:
 - a. Print account statement
 - b. Save account statement by selecting one of the numerous export options.
 - c. Send the account statement to the customer by mail (by clicking the Email icon on the upper left corner of the page).

S/No	Date	Transaction Details	Debit Amount	Credit Amount	New Balance
1	15-Jul-2011	Jan 2011 Routine Bill for Residential Metered Service 1 (93 Cubic Meters @ 80.00)	7,432.00	0.00	7,432.00 DR
2	15-Jul-2011	Jan 2011 Routine Bill for Meter Maintenance Charge (1 @ 250.00)	250.00	0.00	7,682.00 DR
3	16-Aug-2011	Jul 2011 Routine Bill for Residential Metered Service 1 (98 Cubic Meters @ 80.00)	7,879.20	0.00	15,361.20 DR
4	16-Aug-2011	Jul 2011 Routine Bill for Meter Maintenance Charge (1 @ 250.00)	250.00	0.00	15,611.20 DR
5	19-Sep-2011	Aug 2011 Routine Bill for Residential Metered Service 1 (98 Cubic Meters @ 80.00)	7,879.20	0.00	23,290.40 DR
6	19-Sep-2011	Aug 2011 Routine Bill for Meter Maintenance Charge (1 @ 250.00)	250.00	0.00	23,540.40 DR
7	17-Oct-2011	Sep 2011 Routine Bill for Residential Metered Service 1 (93 Cubic Meters @ 80.00)	7,432.00	0.00	30,972.40 DR
8	17-Oct-2011	Sep 2011 Routine Bill for Meter Maintenance Charge (1 @ 250.00)	250.00	0.00	31,222.40 DR
9	16-Nov-2011	Oct 2011 Routine Bill for Residential Metered Service 1 (98 Cubic Meters @ 80.00)	7,879.20	0.00	39,091.60 DR
10	16-Nov-2011	Oct 2011 Routine Bill for Meter Maintenance Charge (1 @ 250.00)	250.00	0.00	39,341.60 DR
11	07-Dec-2011	Nov 2011 Routine Bill for Residential Metered Service 1 (93 Cubic Meters @ 80.00)	7,432.00	0.00	46,563.60 DR
12	07-Dec-2011	Nov 2011 Routine Bill for Meter Maintenance Charge (1 @ 250.00)	250.00	0.00	46,813.60 DR
13	30-Jan-2012	Dec 2011 Routine Bill for Residential Metered Service 1 (90 Cubic Meters @ 80.00)	4,000.00	0.00	50,813.60 DR
14	30-Jan-2012	Dec 2011 Routine Bill for Meter Maintenance Charge (1 @ 250.00)	250.00	0.00	51,063.60 DR
15	17-Feb-2012	Jan 2012 Routine Bill for Residential Metered Service 1 (90 Cubic Meters @ 80.00)	4,000.00	0.00	55,063.60 DR
16	17-Feb-2012	Jan 2012 Routine Bill for Meter Maintenance Charge (1 @ 250.00)	250.00	0.00	55,313.60 DR

5. Use Action area to:
 - View customer details.
 - View payment history
 - View bill history.
 - Print consumer bill.
 - Print account statement.

Account Number	Old Account No	Customer Name	Meter Number	AMR ID	Status	Address	Usage Category	Usage Type	Action
A07-094258-WS2	WEE887AA	ALH KABIRU	51289875	1820248523	Active	Plot 300 #5(A07) WUSE II ABUJA	Residential	Residential	[Icons]
A07-097887-WS2	UNKNOWN	SAMUEL AMUDCA	51288293	1820223569	Active	ABANIA STREET (A07) WUSE II ABUJA	Residential	Residential	[Icons]
A03-100019-GK2		EMEKA ODENIGWE	57290695	1820258801	Active	Plot 960 AHMADU BELLO WAY (A03) WUSE II ABUJA	Residential	Residential	[Icons]
A06-110418-MA1		ALAHMED ALIMAN	51490641	1820621902	Active	Flat 3 Block 16 Plot 1 KASHIM IBRAHIM WAY (A06) WUSE II ABUJA	Residential	Residential	[Icons]
A06-100043-MA1		OQHATOR SUNNY	51493160	1820629117	Active	Flat 1 Block 17 Plot 1 KASHIM IBRAHIM WAY (A06) WUSE II ABUJA	Residential	Residential	[Icons]
A06-099281-MA1	WAD040AA	YUSUF M. ABUBAKAR	51499282	1820629026	Active	Flat 1 Block 6 Plot 388 KASHIM IBRAHIM WAY (A06) WUSE II ABUJA	Residential	Residential	[Icons]
A06-110508-MA1	WAD046AA	RUTH NANLE GADI	51493155	1820630211	Active	Flat 3 Block 7 Plot 368 C KASHIM IBRAHIM WAY (A06) WUSE II ABUJA	Residential	Residential	[Icons]
A06-099270-MA1	WAD050AA	THE OCCUPANT	51289974	1820254611	Active	Flat 2 Block 9 KASHIM IBRAHIM WAY (A06) WUSE II ABUJA	Residential	Residential	[Icons]
A05-099209-MA1		MRS FOYEKE IMABEH	51493706	1820999878	Active	Plot 170 ADETOKUNBO ADEMOLA CRESCENT (A05) WUSE II ABUJA	Residential	Residential	[Icons]
A05-099388-MA1		BANK PHB	51488120	1820655962	Active	ADETOKUNBO ADEMOLA CRESCENT (A05) WUSE II ABUJA	Commercial	Unknown	[Icons]

5. Use Action area to:
 - View customer details.
 - View payment history (formerly Payfinder)
 - View bill history.
 - Print consumer bill.
 - Print account statement.

The screenshot shows a web application interface for 'Customer Care - Conventional Customers'. The page title is 'FCT Water Board Billing & CIS Conventional Customers'. A search bar is at the top. Below the search bar, there are buttons for 'Copy', 'CSV', 'Excel', 'PDF', and 'Print'. The main content is a table with the following columns: Account Number, Customer Name, Region, District, Address, Status, Service Type, Account Type, and Action. The table contains 10 rows of customer data.

Account Number	Customer Name	Region	District	Address	Status	Service Type	Account Type	Action
AO247AA	COMMUNITY STAFF SCHOOL (SECONDARY SCH.)		ASOKORO	0 ASOKORO ASOKORO	INACTIVE	GOVERNMENT_OFFICE	FLAT	[Action Icon]
ASA348AA	BUKAR GONI		ASOKORO	0 PLOT B 96 NO 3 PATRICK LUMUBA STREET A4 ASOKORO	AMR CUSTOMER	DOMESTIC_FLAT_RATE	FLAT	[Action Icon]
ASA349AA	MR GANA GUBA LAWAN		ASOKORO	0 PLOT 3394 A4 ASOKORO	ACTIVE	COMMERCIAL_FLAT_RATE	FLAT	[Action Icons]
ASA350AA	MAJOR BITRUS VANDOS KWAJI		ASOKORO	0 PLOT 2762 PHASE 11 A4 ASOKORO	ACTIVE	DOMESTIC	METERED	[Action Icons]
ASA351AA	MRS MARIAM ADIGA ADAMU		ASOKORO	0 HOUSE 7 A CLOSE, WINSTON CHURCHILL STREET A4 ASOKORO	ACTIVE	DOMESTIC_FLAT_RATE	FLAT	[Action Icons]
ASA352AA	GREENLAND GARDEN		ASOKORO	0 JOSE MARTI STREET A4 ASOKORO	ACTIVE	COMMERCIAL_FLAT_RATE	FLAT	[Action Icons]
ASA353AA	ANIDONG SILVER FARMS GARDEN		ASOKORO	0 JUSTICE MAMMAN NASIR STREET A4 ASOKORO	ACTIVE	COMMERCIAL	METERED	[Action Icons]
ASA354AA	GIZ		ASOKORO	0 PLOT B 1242 NO. 6, JULIUS NYERERE CRESCENT A4 ASOKORO	NEW CONNECTION	COMMERCIAL_FLAT_RATE	FLAT	[Action Icon]
ASA355AA	STATE HOUSE AUDITORIUM		ASOKORO	0 NO. 14A, IBRAHIM TAWO STREET A4 ASOKORO	ACTIVE	COMMERCIAL_FLAT_RATE	FLAT	[Action Icons]
ASA357AA	SUPREME COURT PROPERTY		ASOKORO	0 NO. 47 SULEIMAN BARAU STREET A4 ASOKORO	AMR CUSTOMER	COMMERCIAL_FLAT_RATE	FLAT	[Action Icon]

Conventional

Customer List

To manage Conventional customers, use the following steps:

1. Expand Customer Care navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Click Customer List.
4. Click Scope Settings button on the upper right hand corner of the page to select Customer filter options

The screenshot shows the same web application interface as above, but with a 'Scope Settings' dialog box open in the foreground. The dialog box has a title 'Scope Settings' and contains various input fields and dropdown menus for filtering customer data. The 'By District' checkbox is checked, and 'ASOKORO' is selected in the 'Select District' dropdown. Other fields include 'Account No.', 'Region', 'District', 'Address', 'Account No.', 'Name', 'Flat No.', 'Plot No.', 'Tariff', 'Billing', 'Meter No.', 'Phone', 'Email', 'Account Bal.', 'Last Units Cons.', 'Last Bill Amt.', 'Last Pay Amt.', 'Last Bill Date', 'Last Payment Date', 'Date Initialized', 'Status', and 'Has Meter No'.

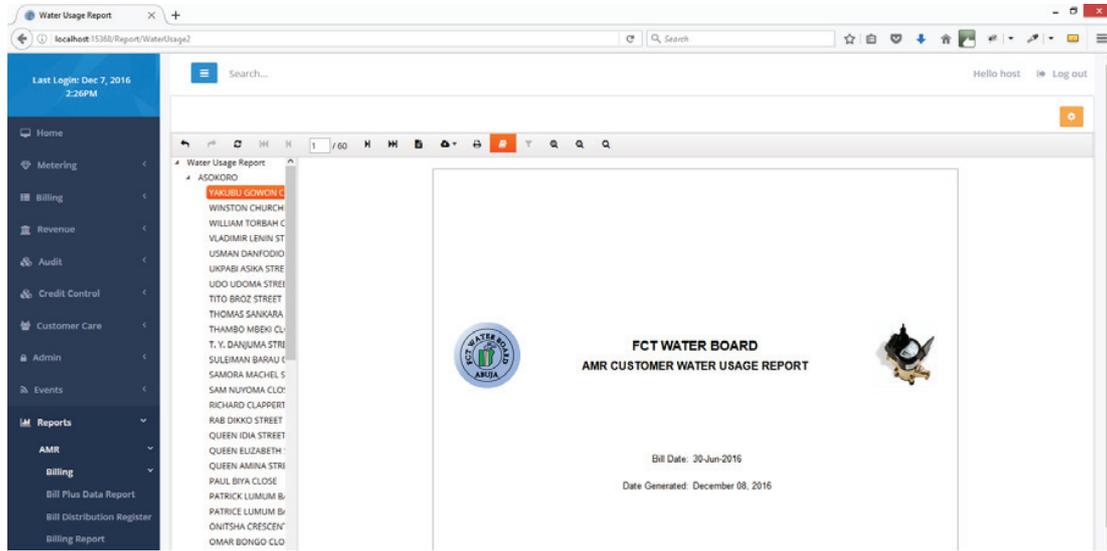
REPORTS MODULE

Conventional and AMR Reports have been redesigned and merged into one common interface for simplicity and enhanced efficiency.

AMR

To view AMR Reports, use the following steps:

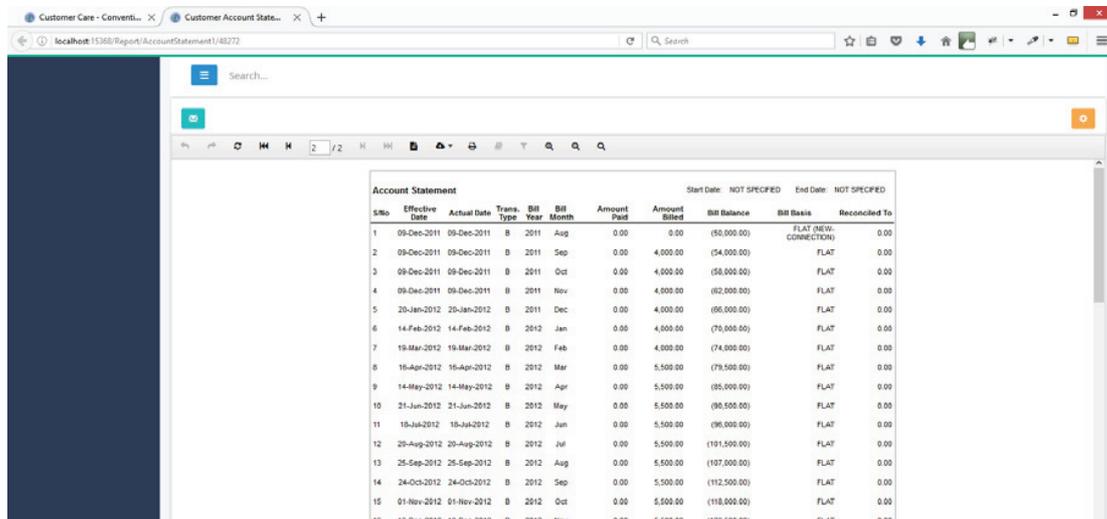
1. Expand Reports navigation menu item.
2. Expand AMR navigation sub-menu item.
3. Select report to load.



Print Conventional Account Statement

To Print Conventional Account Statement, use the following steps:

1. In the Action area, click the green print icon to load the Account Statement.
2. Click Scope Settings button on the upper right hand corner of the Account Statement page to select statement date range (optional)
3. You can choose to:
 - a. Print account statement
 - b. Save account statement by selecting one of the numerous export options.
 - c. Send the account statement to the customer by mail (by clicking the Email icon on the upper left corner of the page).



EVENT MANAGEMENT

Management of long running events for AMR and Conventional systems have been remodeled into really simple syndicate feeds that automatically notifies the user of the status of currently running event. The currently logged in user can only view events that they initiated.

AMR

Event management are available to the following AMR processes:

- Metering > Route Export
- Metering > Reading Import
- Billing > Bill Generation
- Billing > Bill Roll Back
- Billing > Bill Closeout
- Billing > Customer Approval
- Audit > Payment Validation
- Credit Control > Payment Posting

To manage AMR Bill generation events after timeout, use the following steps:

1. Expand Events navigation menu item.
2. Expand Billing navigation menu item.
3. Expand AMR navigation sub-menu item.
4. Select Bill Generation.

To manage other AMR long running events mentioned above after timeout, use steps 1 to 4 above.

Conventional

To view Conventional Reports, use the following steps:

1. Expand Reports navigation menu item.
2. Expand Conventional navigation sub-menu item.
3. Select report to load.

Area Office	District	Total No.	Total Areas	Total Amount Billed	Total Outstanding	Total Posted Payments	Total Units
Gudu	APD	596	45,640,084.78	6,197,620.00	51,837,704.78	4,943,186.15	68,896
Asokoro	ASOKORO	54	3,482,808.51	601,620.00	4,084,428.51	235,960.00	7,487
Bwari	BWARI	663	39,840,262.57	1,862,050.00	41,702,312.57	761,800.00	20,817
Garki	C_A_HQ	1,064	47,506,733.35	4,788,935.00	51,941,268.35	4,019,626.46	49,869
Headquarters	CO_OPERATE_BODIES	419	294,748,154.02	66,455,390.00	361,177,244.02	45,643,403.30	478,696
Garki 2	EA_015	395	11,964,785.94	2,118,550.00	14,081,735.94	989,628.68	23,905

Conventional

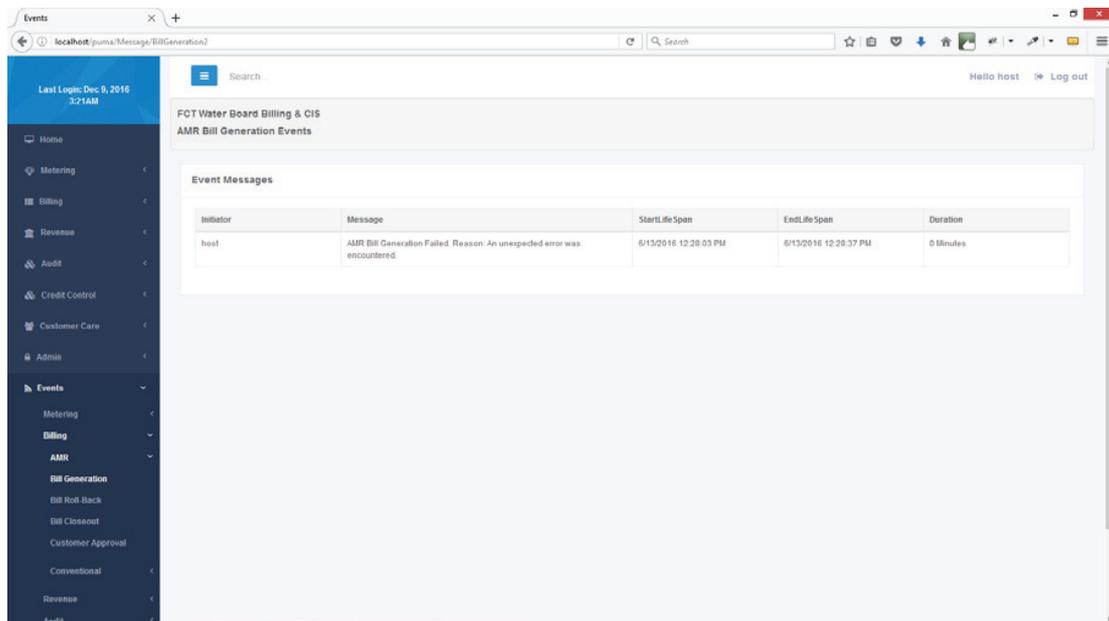
Event management are available to the following Conventional processes:

- Billing > Bill Generation
- Revenue > Payment Entry
- Audit > Payment Validation
- Credit Control > Payment Posting

To manage Conventional Bill generation events after timeout, use the following steps:

1. Expand Events navigation menu item.
2. Expand Billing navigation menu item.
3. Expand Conventional navigation sub-menu item.
4. Select Bill Generation.

To manage other Conventional long running events mentioned above after timeout, use steps 1 to 4 above.



The screenshot shows a web browser window with the URL `localhost/puma/Message/BillGeneration1`. The page title is "FCT Water Board Billing & CIS Conventional Bill Generation Events". A search bar is visible at the top. The user is logged in as "host" and has a "Log out" option. A sidebar on the left contains a navigation menu with items: Home, Metering, Billing, Revenue, Audit, Credit Control, Customer Care, Admin, Events (expanded), Metering, Billing, AMR, Conventional Bill Generation (selected), Revenue, Audit, Credit Control, and Reports. The main content area displays "Event Messages" in a table format.

Initiator	Message	StartLifeSpan	EndLifeSpan	Duration
host	Conventional Bill Generation Completed	12/9/2016 8:40:51 AM	12/9/2016 8:40:52 AM	0 Minutes



TRAINING DAY 1

TIME-TABLE
November 7th 2016

**TRAINING MODULE FOR BILLING CUSTOMER
SERVICES AND AUTOMATED METER READING
FOR FCT WATER BOARD**

BILLING DEPARTMENT

<u>Session:</u>	<u>Topic:</u>	<u>Audience:</u>
Morning Session 10:00am – 12:00am	PART 1 <ul style="list-style-type: none">• Introduction to new and smart look and feel• Introduction to the improved security roles and membership functions• Detailed look at data retrieval and search improvements• Detailed look at billing history retrieval• Detailed look at metering improvements• Detailed look at billing improvements• Detailed look at configurable bill generation functions and automated rollback capabilities• Brief look at billing related events and notifications	Billing Personnel
Short Break/Refreshments 12:00 pm – 12:30pm		
Afternoon Session 12:30Pm – 2:00pm	PART 2 <ul style="list-style-type: none">• Brief look at billing related system configuration• Brief look at the redesigned billing related reports• Questions and suggestions	Billing Personnel



TRAINING DAY 1

ATTENDANCE SHEET
November 7th 2016



**TRAINING MODULE FOR BILLING CUSTOMER
SERVICES AND AUTOMATED METER READING
FOR FCT WATER BOARD**

BILLING DEPARTMENT

NAME	DESIGNATION	SIGNATURE
Rose Akpan	Head (Billing)	
Fusikun Adediji R.	Head M/S	
EJIMORUN DECLAN O.	SSO	
Rose Anyim N.	Conf Sec.	
Zainab Babangida	COI	
Iortyer Maureen K	COI	
Adeunmi Elizabeth	PA (AMR)	
IQE STEPHEN	DPO (AMR)	
Ezechiedo Norah	PSO	
Muhammad S. Adu	Head Comm	



TRAINING DAY 2

TIME-TABLE
November 8th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

BILLING DEPARTMENT

<u>Session:</u>	<u>Topic:</u>	<u>Audience:</u>
Morning Session 10:00am – 12:00pm	<ul style="list-style-type: none">• Introduction to new and smart look and feel• Introduction to the improved security roles and membership functions• Detailed look at data retrieval and search improvements• Detailed look at billing history retrieval• Detailed look at metering improvements• Detailed look at billing improvements• Detailed look at configurable bill generation functions and automated rollback capabilities• Brief look at billing related events and notifications• Brief look at billing related system configuration• Brief look at the redesigned billing related reports• Questions and suggestions	Billing Personnel
Refreshments 12:00pm – 12:30pm		



TRAINING DAY 2

ATTENDANCE SHEET

November 8th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

BILLING DEPARTMENT

NAME	DESIGNATION	SIGNATURE
FABIKUN ADEDEJI K.	H/MIS	
EZECHIEDO NURAH O.	PSO Billing Officer	
Zamsab Babangida	Commercial officer I	
Iortyer Maureen K.	✓ ✓	
Rose Akpan	Head (Billing)	
Rose Anyim	Billing Conf Sec.	
EJIMONY DECLA O.	Billing Officer SSO	
Ige Stephen	DPO (AMR)	
Adenunmi Chruseth	PA (AMR)	
Muhammed S. Adin	Head Comm	



TRAINING DAY 2

TIME-TABLE
November 8th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

REVENUE DEPARTMENT

<u>Session:</u>	<u>Topic:</u>	<u>Audience:</u>
Afternoon Session 12:00pm – 2:00pm	<ul style="list-style-type: none">• Introduction to new and smart look and feel• Introduction to the improved security roles and membership functions• Detailed look at data retrieval and search improvements• Detailed look at payment history retrieval• Detailed look at payment management improvements including corrections• Detailed look at suspense payment management and distribution• Brief look at revenue related events and notifications• Brief look at the redesigned revenue related reports• Questions and suggestions	Revenue Personnel
Refreshments 2:00pm – 2:30pm		



TRAINING DAY 2

ATTENDANCE SHEET

November 8th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

REVENUE DEPARTMENT

NAME	DESIGNATION	SIGNATURE
Fabiyom Adediji K.	Head MIS	
Omolori S. Ozohu	S. Acct Revenue	
Francisca Alhameda	ACCO (Acct Revenue)	
IBHOERA HENRY	S. Acct Revenue	
AZUINJE NKECHI	cls	
Otesola KABIR K.	S-E-O Revenue	
Hasimu Yusuf ZAGSA	S E O Revenue	
OLAGUNJU NJIBOLA S	Senior Accountant	
Muhammad S. Adin	Head Comm	
Rose A. Akpan	Head Billing	



TRAINING DAY 3

TIME-TABLE
November 9th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

AUDIT DEPARTMENT

<u>Session:</u>	<u>Topic:</u>	<u>Audience:</u>
Morning Session 10:00am – 12:00pm	<ul style="list-style-type: none">• Introduction to new and smart look and feel• Introduction to the improved security roles and membership functions• Detailed look at data retrieval and search improvements• Detailed look at payment history retrieval• Detailed look at audit improvements• Detailed look at payment validation, de-validation and posting• Brief look at audit related events and notifications• Brief look at audit related system configuration• Brief look at the redesigned audit related reports• Questions and suggestions	Audit Personnel
Refreshments 12:00pm – 12:30pm		



TRAINING DAY 3

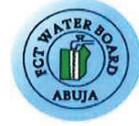
ATTENDANCE SHEET

November 9th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

AUDIT DEPARTMENT

NAME	DESIGNATION	SIGNATURE
FABIKUN ADEDEJI	Head MIS	[Signature]
YAKUBU D. ATAR	SENIOR AUDITOR	[Signature]
JAZULI USMAN	SO AUDIT	[Signature]
Y. D. Kintiri	✓	[Signature]
BALOGUN BULAMMAL	Co Auditor	[Signature]
HAMZAT R.T.	Head Audit	[Signature]
Muhammed S. Adin	Head course	
Rose A. Akpan	Head Billing	[Signature]



TRAINING DAY 4

TIME-TABLE
November 10th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

FINANCE DEPARTMENT

<u>Session:</u>	<u>Topic:</u>	<u>Audience:</u>
Morning Session 10:00am – 12:00pm	<ul style="list-style-type: none">• Introduction to new and smart look and feel• Introduction to the improved security roles and membership functions• Detailed look at data retrieval and search improvements• Detailed look at payment history retrieval• Detailed look at credit control improvements• Detailed look at payment validation, de-validation and posting• Brief look at credit control related events and notifications• Brief look at system configuration settings• Brief look at the redesigned credit control related reports• Questions and suggestions	Credit Control Personnel
Refreshments 12:00pm – 12:30pm		



TRAINING DAY 4

ATTENDANCE SHEET

November 10th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

FINANCE DEPARTMENT

NAME	DESIGNATION	SIGNATURE
FABIKUN ADEDEJIK	HEAD MIS	
SURAT ETAMESOR	HEAD CREDIT CONTROL	
KOYENIKUN COMFORT B	Credit Control	
BEATRICE WUKOMA	Credit Control	
ISAAT GANIYAMA	H/HEAD COM	
SAETHU SULAMAN	H (AMR OPERATIONS)	
Muhammed S. Adin	Head Comm	
Rose Akpan	Head Billing	



TRAINING DAY 5

TIME-TABLE
November 11th 2016

**TRAINING MODULE FOR UPGRADED AND
MERGED BILLING & CUSTOMER INFORMATION
SERVICES SOFTWARE FOR FCT WATER BOARD**

CUSTOMER CARE DEPARTMENT

<u>Session:</u>	<u>Topic:</u>	<u>Audience:</u>
Morning Session 10:00am – 12:00pm	<ul style="list-style-type: none">• Introduction to new and smart look and feel• Introduction to the improved security roles and membership functions• Detailed look at data retrieval and search improvements• Detailed look at payment and bill history retrieval• Detailed look at customer care improvements• Detailed look at account statement and other customer related information• Brief look at system configuration settings• Brief look at the redesigned customer care related reports• Questions and suggestions	Customer Care Personnel
Refreshments 12:00pm – 12:30pm		



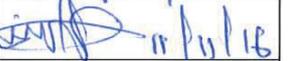
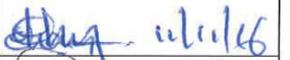
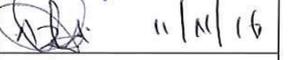
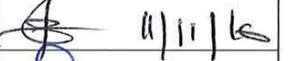
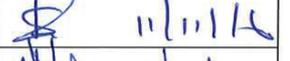
TRAINING DAY 5

ATTENDANCE SHEET

November 11th 2016

TRAINING MODULE FOR UPGRADED AND MERGED BILLING & CUSTOMER INFORMATION SERVICES SOFTWARE FOR FCT WATER BOARD

CUSTOMER CARE DEPARTMENT

NAME	DESIGNATION	SIGNATURE
AHMED S. ABDULLAH	ACTO	 11/11/16
KENNEDY A. U. OHAGORO	SNR TRNG OFFICER	 11/11/16
AISHA A. MOHID	SCO	 11/11/16
CHIMA AMARACHIC		 11/11/16
IBRAHIM AZIZATU	SIO	 11/11/16
DUNLABI ISAKE OLUOSOLA	Ast Director Commercial	 11/11/16
Muhammad S. Aden	HOD COMM	 11/11/16
OKO MURPHY I.	SIA.	 11/11/16
Oludayo Tosen	COI	 11/11/16

FEDERAL CAPITAL TERRITORY WATER BOARD
BILLING SYSTEMS UPGRADE AND MERGING
ON
THE FEDERAL CAPITAL TERRITORY REDUCTION OF NON-REVENUE WATER
PROJECT

Test Script for Billing Personnel

S.N	Functionality	Input Data	Expected Result	Actual Results / Comments
1	Access	Type this URL; http://webs01/puma in a browser	It should prompt you with a dialog box asking you to authenticate	
2	Security	Type in the user name and password assigned to you by the system administrator	You should now be logged on to the FCT Water Board Hybrid Billing & CIS Portal	
3	Security	Click on your name to load your profile and change your password	You should receive a successful message	
4	Look and Feel	Navigate through the menu items on the left to get familiar with the new and enhanced look and feel	It should be easy to find your way around with little or no help	
5	Core	Confirm that your expectations have been met concerning the contract technical specifications		
6	Security	Click on Log out	You should now be logged out of the system	

Name of Tester: Adewumi Elizabeth

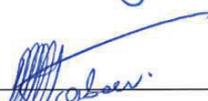
Signature & Date:  2/12/16

FEDERAL CAPITAL TERRIORY WATER BOARD
BILLING SYSTEMS UPGRADE AND MERGING
ON
THE FEDERAL CAPITAL TERRIORY REDUCTION OF NON-REVENUE WATER
PROJECT

Test Script for Revenue Personnel

S.N	Functionality	Input Data	Expected Result	Actual Results / Comments
1	Access	Type this URL; http://webs01/puma in a browser	It should prompt you with a dialog box asking you to authenticate	
2	Security	Type in the user name and password assigned to you by the system administrator	You should now be logged on to the FCT Water Board Hybrid Billing & CIS Portal	
3	Security	Click on your name to load your profile and change your password	You should receive a successful message	
4	Look and Feel	Navigate through the menu items on the left to get familiar with the new and enhanced look and feel	It should easy to find your way around with little or no help	
5	Core	Confirm that the your expectations have been met concerning the contract technical specifications		
6	Security	Click on Log out	You should now be logged out of the system	

Name of Tester: Mr. Oyesola Kabin A.

Signature & Date:  09/12/2016.

FEDERAL CAPITAL TERRITORY WATER BOARD
BILLING SYSTEMS UPGRADE AND MERGING
ON
THE FEDERAL CAPITAL TERRITORY REDUCTION OF NON-REVENUE WATER
PROJECT

Test Script for Audit Personnel

S.N	Functionality	Input Data	Expected Result	Actual Results / Comments
1	Access	Type this URL; http://webs01/puma in a browser	It should prompt you with a dialog box asking you to authenticate	
2	Security	Type in the user name and password assigned to you by the system administrator	You should now be logged on to the FCT Water Board Hybrid Billing & CIS Portal	
3	Security	Click on your name to load your profile and change your password	You should receive a successful message	
4	Look and Feel	Navigate through the menu items on the left to get familiar with the new and enhanced look and feel	It should be easy to find your way around with little or no help	
5	Core	Confirm that your expectations have been met concerning the contract technical specifications		
6	Security	Click on Log out	You should now be logged out of the system	

Name of Tester: Yakubu D. Alar

Signature & Date:  9/12/16

FEDERAL CAPITAL TERRIORY WATER BOARD

BILLING SYSTEMS UPGRADE AND MERGING

ON

THE FEDERAL CAPITAL TERRITORY REDUCTION OF NON-REVENUE WATER

PROJECT

Test Script for Customer Care Personnel

S.N	Functionality	Input Data	Expected Result	Actual Results / Comments
1	Access	Type this URL; http://webs01/puma in a browser	It should prompt you with a dialog box asking you to authenticate	
2	Security	Type in the user name and password assigned to you by the system administrator	You should now be logged on to the FCT Water Board Hybrid Billing & CIS Portal	
3	Security	Click on your name to load your profile and change your password	You should receive a successful message	
4	Look and Feel	Navigate through the menu items on the left to get familiar with the new and enhanced look and feel	It should easy to find your way around with little or no help	
5	Core	Confirm that the your expectations have been met concerning the contract technical specifications		
6	Security	Click on Log out	You should now be logged out of the system	

Name of Tester: OKO MURPHY

Signature & Date:  9/12/16

FEDERAL CAPITAL TERRIORY WATER BOARD
BILLING SYSTEMS UPGRADE AND MERGING

ON

THE FEDERAL CAPITAL TERRIORY REDUCTION OF NON-REVENUE WATER
PROJECT

Test Script for Credit Control Personnel

S.N	Functionality	Input Data	Expected Result	Actual Results / Comments
1	Access	Type this URL; http://webs01/puma in a browser	It should prompt you with a dialog box asking you to authenticate	
2	Security	Type in the user name and password assigned to you by the system administrator	You should now be logged on to the FCT Water Board Hybrid Billing & CIS Portal	
3	Security	Click on your name to load your profile and change your password	You should receive a successful message	
4	Look and Feel	Navigate through the menu items on the left to get familiar with the new and enhanced look and feel	It should easy to find your way around with little or no help	
5	Core	Confirm that the your expectations have been met concerning the contract technical specifications		
6	Security	Click on Log out	You should now be logged out of the system	

Name of Tester: Sunaj Etamessor

Signature & Date: 

FEDERAL CAPITAL TERRIORY WATER BOARD
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PROJECT

Test Script for System Administrator

S.N	Functionality	Input Data	Expected Result	Actual Results / Comments
1	Access	Type this URL; http://webs01/puma in a browser	It should prompt you with a dialog box asking you to authenticate	
2	Security	Type in the user name and password assigned to you by the consultants	You should now be logged on to the FCT Water Board Hybrid Billing & CIS Portal	
3	Security	Click on your name to load your profile and change your password	You should receive a successful message	
4	Look and Feel	Navigate through the menu items on the left to get familiar with the new and enhanced look and feel	It should easy to find your way around with little or no help	
5	Core	Confirm that the your expectations have been met concerning the contract technical specifications		
6	Security	Click on Log out	You should now be logged out of the system	

Name of Tester: FABIKUN ADEDEJI K.

Signature & Date:  8th/12/2016

