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.

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Description	HP ProLiant DL560 Gen8 E5-4603v2 2P 32GB-R Hot Plug SFF 1200W RPS Server Enterprise Server	HP HPE h8qe series, 8GB HDD, 1TB RAM	Microsoft Windows Server 2012 R2	Microsoft SQL Server 2014 Standard Edition (1 processor license)	Custom Automated Billing Application (ActivePUMA 1.0 Upgrade)	Custom Automated Billing Application (Merging of upgraded ActivePUMA 1.0 and ActivePUMA 3.0 into one common platform)	Existing and new data integration (millions of payment, bill, meter reading and customer records)	Five day training of system administrators and operators on use of new software			
Cost Items	Computer Server and Accessories	High-end Computer Workstations	Operating System	Microsoft SQL Server	Automated Billing Application	Automated Billing Application	Data Integration	Training, Capacity Building and Refreshment			
Category	Server Infrastructure	Computers	Platform Software	Platform Software	Custom Enterprise Software	Custom Enterprise Software	Implementation, Integration and Deployment	Training			
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**B**illenium



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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.				Durnose of Documentation		This purpose of this document is the provide the FCI Water Board system operators a comprenensive 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														3 Page
Payment Correction	Conventional	AUDIT MODULE	AMR	Pavment Validation	Conventional 37	Payment Validation	CREDIT CONTROL MODULE	AMR	Payment Posting	Conventional	Payment Posting	CUSTOMER CARE MODULE	AMR	Customer List	Print AMR Account Statement 45	Conventional 46	Customar list	Print Conventional Account Statement	REPORTS MODULE	AMR	Conventional	EVENT MANAGEMENT	AMR51	Conventional53						2   P a g e

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#### 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.



- 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.



**7 |** P a g e

#### 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.

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#### 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.

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#### 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.

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

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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.

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#### 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.

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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.

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#### **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.

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Annex13-11

#### 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.

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🔮 Customer Care 🦿 🔨			
💩 Audit 🥤			
🚳 Credit Control 🤟			
Admin <			
5. Select one of	the bill generation categories		

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#### Account Adjustment

To adjust AMR customer accounts, use the following steps:

- 1. Expand Billing navigation menu item.
- Expand AMR navigation sub-menu item.
   Expand Account Adjustment navigation sub-menu item.
- 5. Expand Account Aujustment navigation sub-m
- 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.

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AMR Y Customer S	Account Number 0	Customer Nar	Exit				Save	Last Units Consumed	Last Bill Ref.	Current Balance	Action
Account Adjustment 🛛 🗸							_				_
Account Adjustment	A04-095947-ASO	OLIVER ALAWUB	2015-Feb-11			2016-Aug-31	(4,250.00)	50.00	2016-08-001-95947		
	A04-098775-ASO	THE OCCUPANT		0.00		2016-Aug-31	(4,250.00)	50.00	2016-08-001-98775	(170,000.00)	100
	A04-099121-ASO	ABDULAZIZ ABU	2014-Mar-20	20,000.00	2014-01099870	2016-Aug-31	(4,250.00)	50.00	2016-08-001-99121	(107,500.00)	
	A04-091240-ASO	PROFESSOR	2016-May-30	4,500.00	58127	2016-Aug-31	(4,250.00)	50.00	2016-08-001-91240	2,870.00	
	A04-110876-ASO	ALH M. BASH		0.00		2016-Aug-31	(4,250.00)	50.00	2016-08-000-110876	(4,250.00)	
	A04-091241-ASO	DR. BASHIRI MOHAMMED	2016-jul-13	10,000.00	59912	2016-Aug-31	(4,250.00)	50.00	2016-08-001-91241	(219,833.60)	
Print Bill	A04-091242-ASO	MR DAKO CLEMENT	2016-Oct-10	5,000.00	69219	2016-Aug-31	(4,250.00)	50.00	2016-08-001-91242	(66,755.60)	
Closeout Conventional 5	A04-093114-ASO	DR BASHIRI MOHAMMED (N METER - FLATS NULL)	IULL 2011-jul-14	28,970.00	2011-07036321	2016-Aug-31	(4,250.00)	50.00	2016-08-001-93114	(2,269,310.00)	

Annex13-12

#### 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.

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	<ul> <li>Consumer Bill</li> </ul>		
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		#7 WANUNE CLOSE AREA 1 (401) GARKI I ABUJA	GAB318AA 2016-06-001-32578
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Customer			
Account Adjustm	ent <	Residential RES1 24-May-2016 30-Jun-2016	
		80.00 37 2,404 2,423 1.0	19 20-JAN-2016 15000.00
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		No least METER READING	(1770.00)
		Small Duplex/Semi Detatched/Individual/1 Room(s)	(38,179.60)
Conventional		MRX900(Drive-By Unit)	(39.949.60) DR
	4	Bill Generation for June 2016 Billing Cycle by (host) using AMR METER READING Billing	Method (Normal
		This amount does not invalidate outstanding balance from the former billing system for u	unmerged account
Audit			
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Admin			
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- 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.

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Showing 1 to 1 of 1 entries					First	Previous 1	Next Last
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Annex13-13

#### 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.

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Account Adjustment	Ext	= Previous Next +	Action
Generate Bill Non-Recurring Bill			First Previous Next Last
Rollback Dill Print Bill			•

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.

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Non-Recurring Bill	APA014AA	DUFFRELO ENGINERING CO. LTD		APO	0 PLOT 1081 JOSEPH GON STREET, APO	WALK ACTIVE	COMMERCIAL_METERED	METERED	
	APA016AA	BASHIR ABDULLAHI		APO	0 HOUSE 8 B CLOSE ROAD EFAB ESTATE, APO APO	ACTIVE	DOMESTIC_METERED_PREM	ISES METERED	
[ Revenue 9	APA017AA	BASHIR ABDULLAHI		APO	0 HOUSE 3 ROAD 112 EFA ESTATE, APO APO	B ACTIVE	DOMESTIC_METERED_PREM	ISES METERED	
	APAD18AA	THE OCCUPANT		APO	0 HOUSE 4 ROAD 112 EFA ESTATE, APO APO	B	DOMESTIC_METERED_PREM	ISES METERED	
7. Use the bu	utton at the	bottom right of th	ne page to	0 HOUSE 37 ROA	W CUSTOMER.	CTIVE DO!	VESTIC_METERED_PREMISES	METERED	~ 5
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ring 1 to 10 of 1,080 entri	ies						First Previous 1 2	3 4 5	108 Next I

#### 6. Use the Action area to manage customer

Annex13-15

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Customer	APA012AA	APO	Unatrict	ABURUNU		0.00	COMMERCIAL_FLAT_RATE	FLAT	(1,263,000.00)
Account Adjustment	APA013AA	APO	Acct. No	ASA210AA	· .	0.00	PUBLIC_TOILET	FLAT	(633,300.00)
Generate Bill	APADOBAA	APO	Start From	Contember 2016		0.00	DOMESTIC_METERED_PREMISES	METERED	(54,542.19)
Non-Recurring Bill	APA017AA	APO		September, 2016		50.00	DOMESTIC_METERED_PREMISES	METERED	(43,340.00)
Rollback Bill	APADIBAA	APO				55.00	DOMESTIC_METERED_PREMISES	METERED	(35,100.00)
Print Bill			Billing M	ode Select	-				
💼 Revenue 💠 🖓	Showing 1 to 5 of 5	entries	Billing Per	ried November, 20	16		Fire	st Previous 1	Next Last
M Eustomer Care									

- 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.

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	APA012AA	THE OCCUPANT	Account Balance	-54,542.19		2016-Nov-1	45,000.00	(1,263,000.00)	/ 0 0
	APAD13AA	UMMAR ABDULLAHI			<i>1</i> 9 <b>-</b>	2016-Nov-1	30,000.00	(633,300.00)	100
	APAD14AA	DUFFRELO ENGINERIA	Amount		~ ·	2016-Oct-9	3,750.00	2,100.00	
	APA016AA	BASHIR ABDULLAHI	New Balance			2015-Dec-1	12,680.00	(858,860.00)	/ 0 0
	APA017AA	BASHIR ABDULLAHI	Comments			2016-Nov-1	4,000.00	(43,340.00)	
	APAD18AA	THE OCCUPANT			_	2016-Nov-1	4,400.00	(35,100.00)	100
	APA019AA	PAUL DANIEL SUHUM	Exit		Save	2016-Oct-1	8,000.00	(8,300.00)	
	APAD2DAA	THE OCCUPANT				2016-Oct-1	4,000.00	(34,780.00)	100

#### 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.

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Non-Recurring Bill	MR FMFKA NWAMGRC	100				Subme	(104 959 38)	COMMERCIAL METERED		METERED		
Rollback Bill	(BRAMA PRE WATER)						(,					Ĕ
Print Bill KAW3	05AA MRS ONYINYE MGBEO	JI KUBWA 20	16-Sep-5	160.0	2.00	1,040.00	(74,680.00)	DOMESTIC_METERED_PRI	EMISES	METERED	C	0
KAW3	06AA MRS OBINNA EZEOBI	KUBWA 20	)16-Sep-7	500.4	3.00	1,000.00	(9,800.89)	DOMESTIC_METERED_PRI	EMISES	METERED		0
Revenue												

#### 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.

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- 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.

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📮 Home		0	A	ccount Number	BWA001AI	8							
Metering				Lustomer Name	UNACHUK	WU VINCI	INT AMAECHI						•
III Billing ~	Show 10 v	intries		ccount Balance	-93,700.00						Co	py CSV Excel	PDF Print
AMR Conventional Y	Account Number	Customer Name					+		Account Balance	Servi	се Туре	Account Type	Action
Customer <	BWA001AB	UNACHUKWU VINCENT AMAECHI							(93,700.00)	DOMESTIC		METERED	
Generate Bill	BWA002AA	ALH ALHASAN IBU MUSA	Miscella	neous Billing Entries					145,538.38	DOMESTIC_ME	TERED_PREMISES	5 METERED	
Non-Recurring Bill Rollback Bill	BWA002AB	MWO DANIEL DANLAMI	S/N	Item Description	Qty.	Rate New Bal	-93,700.00	Clear	(95,650.00)	DOMESTIC_ME	TERED_PREMISES	5 METERED	
Print Bill	6WA003AA	JAMB						_	(496,328.54)	COMMERCIAL	METERED	METERED	
· Revenue	BWA003AB	ISAAC USMAN	Exit					Save	(93,480.00)	DOMESTIC_ME	TERED_PREMISES	5 METERED	
M. Customer Care (	BWA004AB	PAULICAP EDWARD YERIM	A BWARI	2016-Sep-17		410.00	16.00	0.00	(94,430.00)	DOMESTIC_ME	TERED_PREMISES	METERED	
to costomer care													

#### 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.

- 2. Expand AMR 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.

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	Show 10 v entr	Payment Date 🔺	Payment Amount	Pøyment Ref.	Bank 0	Teller Number	Record State		Copy CAV Excel	POF Print
	Number	2012-Apr-18	8,500.00	2012-04057411	First Bank	NIL	POSTED	Amount	Balance	Action
	A01-097947-GK1	2013-Aug-19	12,750.00	2013-08091320	Diamond Bank	NIL	POSTED	(4,250.00)	(104,750.00)	+ 0
	A01-094103-GK1	2013-Feb-6	17,000.00	2013-02079908	First Bank	NIL	POSTED	(4,250.00)	(250,833.60)	+ 💿
	A01-095903-GK1	2013-Sep-20	8,500.00	2013-09094480	Diamond Bank	NIL	POSTED	(4,250.00)	(202,455.60)	+ 0
	A01-095902-GK1	2014-Aug-11	4,250.00	8493	First City Monument Bank	CSH Deposit By : THE OCCUPANT/A01-097947-GK1	POSTED	(4,250.00)	(172,175.60)	+ 0
	A01-098523-GK1	2014-Dec-19	8,500.00	18463	First Bank	FCTWB Ebills	POSTED	(4,250.00)	(172,750.00)	+ 0
	A01-098524-GK1	2015-jun-19	8,500.00	38189	First Bank	NIBSS Ebills	POSTED	(4,250.00)	(126,750.00)	+ 0
	A01-094140-GK1	2015-May-8	8,500.00	35445	First City Monument Bank	NIBSS Ebills	POSTED	(4,250.00)	(204,175.60)	+ 0
	A01-094138-GK1	2015-Nov-9	8,500.00	49421	First City	NIBSS eBills	POSTED	(4,250.00)	(92,455.60)	+ 0
	A01-096595-GK1				Monument Bank			(4,250.00)	(41,505.40)	+ 0
	A01-096592-GK1	2016-May-13	10,000.00	57574	First City Monument Bank	NIBSS Ebills	POSTED	(4.250.00)	(24,592.80)	+ 0
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REVENUE MODULE

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20-Jun-2016

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PLEASE NOTE: Payments made after the 19th day of June, 2016 may not be reflected in this bil \*\*\* Payments made without bils will not be reflected\*\*\*

ush NIBSS (EBILLSPA

17,588 17,647 150.00 59 10-Dec-2014 900.00

may not reflect in your next bill.

250.00 50.00 8,850.00 (470,057.00)

(478,907.00) DR

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:

1. Expand Revenue navigation menu item.

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💼 Revenue 🔍	Account + Payment + Number Date	Payment Mode	Bank Deposit	•	0	Payment Mode	Payment Purpose	0 Action
AMR ~	A01-032583-GK1 2016-Nov-11	Payment Purpose	Water Consumption	-		Bank Deposit	Water Consumption	
	A01-032583-GK1 2016-Nov-1	Collection Bank	Select	-		Bank Deposit	Water Consumption	
	A01-032583-GK1 2016-Sep-27	Bill Ref. Number	Select	•		Bank Deposit	Water Consumption	
	A01-032583-GK1 2016-Sep-14					Bank Deposit	Water Consumption	Þ
	A01-032583-GK1 2016-Aug-1	Name of Depositor				Bank Deposit	Water Consumption	
	A01-032583-GK1	Exit			Sive	Rank Denosit	Water Consumption	
	A01-032583-GK1					Bank Deposit	Water Consumption	
	A01-032583-GK1 2016-Apr-21	3,000.00 2016 Apr-21	Direct Crediting	Guaranty	Trust Bank	Bank Deposit	Water Consumption	

#### **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.

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Last Login: Dec 7, 2016 2:26PM	E Searc	h	Add Payment				1	I		·		tello ho:	st (*	Log	out
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	A01-097947-GK1	THE OCCUPANT	Payment Mode	Bank Deposit	•				(4,3	50.00)	(104,	(50.00)	Đ	0	
	A01-094103-GK1	OCCUPANT MRS THERESA C.	Payment Purpose	Water Consumption	•				(4,3	50.00)	(250)	(33.60)	6		
	A01-095902-GK1	MAL SAIDU A.	Collection Bank	Select	-				(4,3	50.00)		75.60)	6		
	A01-098523-GK1	AMINA ABUBAKAR	Bill Ref. Number	Select	•				(4,3	50.00)	(172,	50.00)	E	0	
	A01-098524-GK1 A01-094140-GK1	MRS E.O.SANGSTER	Name of Depositor						(4,3	50.00)	(126,	(75.60)	E		
	A01-094138-GK1	ESTHER DAVID	Exit			Silve			(4,3	50.00)	(92,	.55.60)	ŀ	0	
	A01-096595-GK1 A01-096592-GK1	MR. WINIFRED SOLARI MR. PASCAL CHINASA	-						(4.3	50.00)	(41,)	06.40) 992.80)	2		

#### 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.

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			Teller Date							•
	Show 10 v entr	ies	Teller Number						Copy CSV Exce	d PDF Print
	Account Number	Customer	Payment Mode	BANK DEPOSIT	•	Last B	ill Date 👌	Last Bill Amount	Current ÷	Action
	BWA001AB	UNACHUKWU VINCEN	Payment Purpose	ROUTINE MONTHLY BILL	•	2016-Se	>17	6,300.00	(93,700.00)	+ 0
	BWA002AA	ALH ALHASAN IBU MU	Collection Bank	Select	•	2016-Se	≻17	823.87	145,538.38	+ 🖸
	BWA002AB	MWO DANIEL DANLAM	Rill Ref. Number	Salart		2016-Se	>17	6,550.00	(95,650.00)	+ 0
	BWA003AA	JAMB	bill Ker, Humber			2016-Se	≻17	5,507.18	(496,328.54)	+ 🖸
	BWA003AB	ISAAC USMAN	Exit		Sa	2016-Se	⊳17	6,280.00	(93,480.00)	+ 🖸
	BWA004AB	PAULICAP EDWARD YE				2016-Se	⊳17	6,410.00	(94,430.00)	+ 0
	BWA005AA	BARR. OYAKEMEAGBEO			- 1 mg -	2016-Se	⊳17	106.59	(41,582.77)	+ 0
	BWA005AB	EGBUKA EMMANUEL	BWARI			0.00 2016-Se	>17	8,540.00	(109,540.00)	+0

#### **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.

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	Account Number	2009-Apr-3	1,000.00	BWA007AA0001	ZENITH INTERNATIONAL	2009-May-8	POSTED	Lest Bill Amount	Current Balance	Action
	BWA001AB	2000 Aug 12	5 000 00	PH10074-00001	PENITU PENITU	2000 Aug 21	DOFTED	6,300.00	(93,700.00)	+ 0
	BWA002AA	2009-Aug-13	3,000.00	BWAUU/AAUUU1	INTERNATIONAL BANK_MAITAMA	2009-Aug-21	POSIED	823.87	145,538.38	+
	BWA002AB	2009-Jul-13	1,000.00	BWA007AA0001	ZENITH	2009-Jul-24	POSTED	6,550.00	(95,650.00)	+ 0
	BWADO3AA				INTERNATIONAL BANK_MAITAMA			5,507.18	(496,328.54)	+
	EWA003AB	2009-Jun-5	1,000.00	BWA007AA0001	ZENITH	2009-jun-18	POSTED	6,280.00	(93,480.00)	+
	BWA004AB				BANK_MAITAMA			6,410.00	(94,430.00)	+
	BWA005AA	2009-May-15	1,000.00	BWA007AA0001	ZENITH	2009-May-22	POSTED	106.59	(41,582.77)	+ (
	EWA005AB				BANK_MAITAMA			8,540.00	(109,540.00)	<b>F</b>
	BWA006AB	2009-Nov-13	600.00	BWA007AA0001	ZENITH INTERNATIONAL BANK MAITAMA	2009-Nov-18	POSTED	6,280.00	(93,480.00)	+
	BWA007AA	2009-Oct-15	5,000.00	8WA007AA0001	UNITY BANK	2009-Oct-20	POSTED	900.24	16,559.28	+ 0
		2009-Sep-9	2,000.00	BWA007AA0001	UNITY BANK PLC_CENTRAL AREA	2009-Sep-16	POSTED			
	Showing 1 to 10 of	2010-Feb-23	1,500.00	BWA007AA0001	UNITY BANK PLC_CENTRAL AREA	2010-Mar-4	POSTED	1 2 3	4 5 94	Next

#### 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.
- Click Validate button to validate payments.
   Accept confirmation dialog to save validation.

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#### 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.

Suspense Account	× \+		- 0	×
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	2016-Dec-7 50,000.00	Diamond Bank	Bank Deposit NEW	
Suspense Account			Action	
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#### 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.

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	•	A01-032578-GK1	2016-Nov-29	22,000.00	2016-Nov-29	PP12322	NIL	Fidelity Bank	Bank Deposit	Water Consumption	>
		A01-032583-GK1	2016-Nov-11	1,000.00	2016-Nov-8	22554		Diamond Bank	Bank Deposit	Water Consumption	2
wdit ~		A01-032583-GK1	2016-Nov-1	30,000.00	2016-Nov-1			Access Bank	Bank Deposit	Water Consumption	>
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		A02-092553-W51	2016-Oct-27	10,000.00	2011-Feb-1	0	nil	Eco Bank	Bank Deposit	Water Consumption	
		A03-093182-GK2	2016-Oct-27	95,800.00	2014-Jun-17	1024501	nil	First Bank	Bank Deposit	Water Consumption	•
		A03-093182-GK2	2016-Oct-27	90,000.00	2014-Jun-19	10245	nil	First Bank	Bank Deposit	Water Consumption	>
eports (		A04-098577-ASO	2016-Oct-25	2,500.00	2014-Jul-23	058680	nil	Zenith Bank	Bank Deposit	Water Consumption	>
											Action
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#### 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.

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		KUF519AA	2016-Oct-24	-30,000.00	2016-Jan-28		ECOBANK_ALL BRANCH	CASH	ROUTINE MONTHLY BIL	L2	>	i
		ASA230AA	2016-Oct-17	150,000.00	2011-Apr-21		OCEANIC BANK_WUSE	CASH	ROUTINE MONTHLY BIL	12	>	i
		KUW051AA	2016-Oct-10	20,000.00	2012-Mar-12		ASO SAVINGS & LOANS_KUBWA	CASH	ROUTINE MONTHLY BIL	LŻ	>	1
		UTA219AA	2016-Oct-10	250,000.00	2012-Sep-18		UNITED BANK FOR AFRICA_WUSE2	CASH	ROUTINE MONTHLY BIL	12	Þ	1
		GWG355A	2016-Oct-10	0.00	2016-Oct-10			CASH	ROUTINE MONTHLY BIL	L	>	ī
				_						_	Activ	on

#### 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.

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vents <		A01-086471-GK1	2016-Nov-3	65,000.00	2014-Aug-20	41257	nil	Diamond Bank	Bank Deposit	Water Consumption	>
lenorts C		A02-071920-WS1	2016-Nov-3	8,170.00	2010-Oct-29	0124785	nil	First Bank	Bank Deposit	Water Consumption	>
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#### 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

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#### 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

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388-MA

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- 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).

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ADETOKUNBO ADEMOLA CRESCENT (A05) WUSE II ABUJA

#### 5. Use Action area to:

- View customer details.
- View payment history (formerly Payfinder)
- View bill history.
- Print consumer bill.
- Print account statement.

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#### **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

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#### 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).

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		э	09-Dec-2011	09-Dec-2011	D	2011	Oct	0.00	4,000.00	(58,000.00)	FLAT		0.00					
		4	09-Dec-2011	09-Dec-2011	0	2011	Nov	0.00	4,000.00	(62,000.00)	FLAT		0.00					
		5	20-Jan-2012	20-Jan-2012	в	2011	Dec	0.00	4,000.00	(66,000.00)	FLAT		0.00					
		6	14-Feb-2012	14-Feb-2012	8	2012	Jan	0.00	4,000.00	(70,000.00)	FLAT		0.00					
		7	19-Mar-2012	19-Mar-2012	8	2012	Feb	0.00	4,000.00	(74,000.00)	FLAT		0.00					
		8	18-Apr-2012	18-Apr-2012	8	2012	Mar	0.00	5,500.00	(79,500.00)	FLAT		0.00					
		9	14-May-2012	14-May-2012	8	2012	Apr	0.00	5,500.00	(85,000.00)	FLAT		0.00					
		10	21-Jun-2012	21-Jun-2012	в	2012	May	0.00	5,500.00	(90,500.00)	FLAT		0.00					
		11	18-Jui-2012	18-Jul-2012	8	2012	Jun	0.00	5,500.00	(96,000.00)	FLAT		0.00					
		12	20-Aug-2012	20-Aug-2012	8	2012	Jul	0.00	5,500.00	(101,500.00)	FLAT		0.00					
		13	25-Sep-2012	25-Sep-2012	в	2012	Aug	0.00	5,500.00	(107,000.00)	FLAT		0.00					
		14	24-Oct-2012	24-Oct-2012	в	2012	Sep	0.00	5,500.00	(112,500.00)	FLAT		0.00					
		15	01-Nov-2012	01-Nov-2012	D	2012	Oct	0.00	5,500.00	(118,000.00)	FLAT		0.00					

Annex13-28

#### 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 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.

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#### **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

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Annex13-29

#### **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.
- Expand Events having a contract term.
   Expand Billing navigation menu item.
   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.

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<b>illenium</b>	<b>TRAINING DAY 1</b> TIME-TABLE November 7 <sup>th</sup> 2016	ABUJA
	<b>BILLING DEPARTMENT</b>	
Session:	Topic:	Audience:
Morning Session 10:00am – 12:00am	<ul> <li>PART 1</li> <li>Introduction to new and smart look and feel</li> <li>Introduction to the improved security roles and membership functions</li> <li>Detailed look at data retrieval and search improvements</li> <li>Detailed look at billing history retrieval</li> <li>Detailed look at metering improvements</li> <li>Detailed look at billing improvements</li> <li>Detailed look at configurable bill generation functions and automated rollback capabilities</li> <li>Brief look at billing related events and notifications</li> </ul>	Billing Personnel
Short Break/Refreshments 12:00 pm – 12:30pm	n	
Afternoon Session 12:30Pm – 2:00pm	<ul> <li>PART 2</li> <li>Brief look at billing related system configuration</li> <li>Brief look at the redesigned billing related reports</li> <li>Questions and suggestions</li> </ul>	Billing Personnel

• illenium	<b>TRAINING DAY 1</b> ATTENDANCE SHEET November 7 <sup>th</sup> 2016	ABUJA					
TRAINING MODULE FOR BILLING CUSTOMER SERVICES AND AUTOMATED METER READING FOR FCT WATER BOARD							
	BILLING DEPARTMENT						
NAME	DESIGNATION	SIGNATURE					
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Rose Anyim N.	Conf See.						
2ainab Babangids	C01	1 A					
Adenni Chreset	PA (Amr)	CL.					
IGE STEPHEN	DPU (ANTR)	yina					
Ezechiedo Norah	PSD	Aufr.					
Muhommed S.Ach	Alead Comm	24					

<b>illenium</b>	Image: constraint of the constra	ABUJA
Session:	<u>Topic:</u>	Audience:
Morning Session 10:00am – 12:00pm	<ul> <li>Introduction to new and smart look and feel</li> <li>Introduction to the improved security roles and membership functions</li> <li>Detailed look at data retrieval and search improvements</li> <li>Detailed look at billing history retrieval</li> <li>Detailed look at metering improvements</li> <li>Detailed look at billing improvements</li> <li>Detailed look at configurable bill generation functions and automated rollback capabilities</li> <li>Brief look at billing related events and notifications</li> <li>Brief look at billing related system configuration</li> <li>Brief look at the redesigned billing related reports</li> <li>Questions and suggestions</li> </ul>	Billing Personnel
Refreshments 12:00pm – 12:30pm	,	

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]	BILLING DEPARTMENT						
NAME	DESIGNATION	SIGNATURE					
FABIKUN ADEDEJI K.	HPMIS	Tallas					
EZECHIEDO NURAH O.	BILLING Officer	- Alf					
2amas Bromgida	Commercial officer I	-					
lortger Maureen K.		li-					
Rose Alkpan	Head (Billing)	Rapan					
Rose Anyim	Billy Donf See	-MY-P.					
EJIMONY DECLAN O'	Billing Officer SSO	5pho					
Ige stephen	DPJ (AMR)	Ujwa					
A denum Christy	PACAMR)	Ela					
Muhammad S. Actin	tterel comm	2p					

Willenium	TRAINING DAY 2 TIME-TABLE November 8 <sup>th</sup> 2016	ABUJA
	TRAINING MODULE FOR UPGRADED AND MERGED BILLING & CUSTOMER INFORMATION SERVICES SOFTWARE FOR FCT WATER BOARD	
Session:	<u>Topic:</u>	Audience:
Afternoon Session 12:00pm – 2:00pm	<ul> <li>Introduction to new and smart look and feel</li> <li>Introduction to the improved security roles and membership functions</li> <li>Detailed look at data retrieval and search improvements</li> <li>Detailed look at payment history retrieval</li> <li>Detailed look at payment management improvements including corrections</li> <li>Detailed look at suspense payment management and distribution</li> </ul>	Revenue Personnel

TRAINING MERGED BIL SERVICES SC	<b>FRAINING DAY 2</b> ATTENDANCE SHEET November 8 <sup>th</sup> 2016 MODULE FOR UPGRADED AND LING & CUSTOMER INFORMATIO DFTWARE FOR FCT WATER BOARD	N D
<u> </u>	REVENUE DEPARTMENT	
NAME	DESIGNATION	SIGNATURE
Fabildom Adedigi K	Head MIS	JAR D
Francisca Minamde	ACEO (Acco Revenue	augent.
AZUNJE NKECHI	Cls	Astorica
HASHIMU JUSUL Zagsa	S. 2-6 hellende Seo Revenue	Brei
OLAGUNTY MTIBOLA 5	Senior Accomptant	Omitan
Muhommad S. Adim Rose A. Alkpan	Head Billing	Rep.

AUDIT DEPARTMENTSession:Topic:Morning Session 10:00am - 12:00pm• 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 audit improvements • Detailed look at audit improvements • Detailed look at audit improvements • Detailed look at audit inprovements • Detailed look at audit related events and notifications • 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 suggestionsAudit Personnel	<b>b</b> illenium	TRAINING MODULE FOR UPGRADED AND MERGED BILLING & CUSTOMER INFORMATION SERVICES SOFTWARE FOR FCT WATER BOARD	ABUJA
Session:Topic:Audience:Morning Session 10:00am – 12:00pm• 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 		AUDIT DEPARTMENT	
Morning Session 10:00am – 12:00pmIntroduction to new and smart look and feel Introduction to the improved security roles and membership functionsAudit PersonnelDetailed look at data retrieval and search improvementsDetailed look at data retrieval and search improvementsAudit PersonnelDetailed look at data retrieval and search improvementsDetailed look at audit improvementsAudit PersonnelDetailed look at data retrieval and search improvementsDetailed look at payment history retrievalAudit PersonnelDetailed look at data retrieval and search improvementsDetailed look at payment history retrievalAudit PersonnelDetailed look at payment search validation and postingBrief look at audit related events and notificationsBrief look at audit related system configurationBrief look at the redesigned audit related reportsAudit PersonnelBrief look at the redesigned audit related reportsQuestions and suggestionsAudit Personnel	Session:	<u>Topic:</u>	Audience:
	Morning Session 10:00am – 12:00pm	<ul> <li>Introduction to new and smart look and feel</li> <li>Introduction to the improved security roles and membership functions</li> <li>Detailed look at data retrieval and search improvements</li> <li>Detailed look at payment history retrieval</li> <li>Detailed look at audit improvements</li> <li>Detailed look at payment validation, de- validation and posting</li> <li>Brief look at audit related events and notifications</li> <li>Brief look at audit related system configuration</li> <li>Brief look at the redesigned audit related reports</li> <li>Questions and suggestions</li> </ul>	Audit Personnel

TRAINING MERGED BIL SERVICES SC	<b>TRAINING DAY 3</b> ATTENDANCE SHEET November 9 <sup>th</sup> 2016 MODULE FOR UPGRADED AND LING & CUSTOMER INFORMATIO OFTWARE FOR FCT WATER BOARD	N 2
	AUDIT DEPARTMENT	
NAME	DESIGNATION	SIGNATURE
FABIKUM HORD JI JAKUBU D. ATAR JAZULI USMAN V. S. KININ DALOGUN BULGIMMAN HAMZAT R. T. Muhommoof S. Acin Rose A. Akpan	Head MIS SEXIOR AUDITOR E-0 Andit V Co Audit Head Audit Head Audit Head Billing	Rep.

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# TIME-TABLE November 10<sup>th</sup> 2016

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

### **FINANCE DEPARTMENT**

Session:	<u>Topic:</u>	<u>Audience:</u>
Morning Session 10:00am – 12:00pm	<ul> <li>Introduction to new and smart look and feel</li> <li>Introduction to the improved security roles and membership functions</li> <li>Detailed look at data retrieval and search improvements</li> <li>Detailed look at payment history retrieval</li> <li>Detailed look at credit control improvements</li> <li>Detailed look at payment validation, devalidation and posting</li> <li>Brief look at credit control related events and notifications</li> <li>Brief look at system configuration settings</li> <li>Brief look at the redesigned credit control related reports</li> <li>Questions and suggestions</li> </ul>	Credit Control Personnel
Refreshments 12:00pm – 12:30pm		

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Ē	INANCE DEPARTMENT		
NAME	DESIGNATION	SIGNATURE	
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SURAT ETAMESOR	HEAD GRED 17 CONTROL	6 tett	
Kiggenilian Comfort B	Credit Comm	asp.	
1			
BEAFRICE WYLOMA	Credit Control	Bi	
ISAUL AMIJUMA	H (Moar) Com		
SHEHU SULARMAN	H (AMR OPERATIONS)	Alimone	
Muhammer S. Adin	Head comm	*-	
Rose Alkpan	Head Billing	Ropan	
,	J	V	

Image: Second system       Image: Second system         Image: Second		ABUJA
Session:	<u>Topic:</u>	<u>Audience:</u>
Morning Session 10:00am – 12:00pm	<ul> <li>Introduction to new and smart look and feel</li> <li>Introduction to the improved security roles and membership functions</li> <li>Detailed look at data retrieval and search improvements</li> <li>Detailed look at payment and bill history retrieval</li> <li>Detailed look at customer care improvements</li> <li>Detailed look at account statement and other customer related information</li> <li>Brief look at the redesigned customer care related reports</li> <li>Questions and suggestions</li> </ul>	Customer Care Personnel
Refreshments 12:00pm – 12:30pm		

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<u>CUST</u>	OMER CARE DEPARTMENT		
NAME	DESIGNATION	SIGNATURE	
Attmed - S. ABINILLAH	ATTO	-11/11/16	
KENNESYAY OHAGORO AISHA A. MOHID	STOR TRASE OFFICE	Angeneral 16	
CHIMA AMARACHIC IBRAHIM AZIZATU	570	Ally ululo	
Muhammad S- Actin	Ast Directiv Commercor HOD COMM	A Minika	
OKO Murphy I. Oludacye Toren	STA. COT	tores ululle	
0			







### 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	κ.
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: Ademini Chizcheth Signature & Date: 660 212/16







### ON

THE FEDERAL CAPITAL TERRITORY 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 h. Signature & Date: Malani Ogliz 2006.







### 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 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: Jakusn D. Alan Signature & Date: Jakusn 2 9/12/16







### 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:	NAND -	9/12/16







## ON

## THE FEDERAL CAPITAL TERRITORY 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: Sur of Etamesor Signature & Date:







### ON

THE FEDERAL CAPITAL TERRITORY REDUCTION OF NON-REVENUE WATER
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: JASophil. 8441252016