

Applicant Registration Management

The applicant registration module with its streamlined approach minimizes the processing time for the registration of new customer. Registration fees, connection fees and deposit sum based on the customer's category and requirement are calculated and generated into an invoice. Also by generating documents like contracts, worksheets, stock issuance orders and bills from SUMS.WATER, the waiting time for an applicant for a new house connection can be reduced dramatically by as much as 70% to 80%.

- Short customer waiting time
- Quick and accurate fees calculation

Success Story

SUMS.WATER has been successfully implemented in Phnom Penh, Cambodia for the Phnom Penh Water Supply Authority (PPWSA). PPWSA chose SUMS.WATER to upgrade its commercial billing system and link information between all the departments. Practical business benefits which PPWSA enjoy after the implementation of SUMS.WATER include :-

- Reduction of water loss and theft
- Prompt Collection
- Customer Oriented Service
- Inventory Level Optimization
- Efficient Cashflow Planning
- Accurate Asset Tracking
- Job profitability management

Other benefits include the usage of barcode scanners for data entry and in the collection centers, which increases efficiency and minimizes errors.

Support of Khmer fonts also ensures usability of the system and readability of water bills for the water customers, as Khmer names and announcements are printed on the bills.

As some banks were designated as collection centers to collect payments on behalf of PPWSA, the collection information such as customer account number, bill number and payment amount are stored in softcopy by the banks, and delivered either through email or zip disk to PPWSA for auto-upload into the system, thus cutting down on redundant work and reducing errors.

Softcopies containing transactional information are also delivered to PPWSA monthly for auto-upload into the system for auto bank reconciliation.

SUMS.WATER was successfully implemented at PPWSA due to the suitability of the system, the reliability of the implementation methodology and the competency of the consultants.

