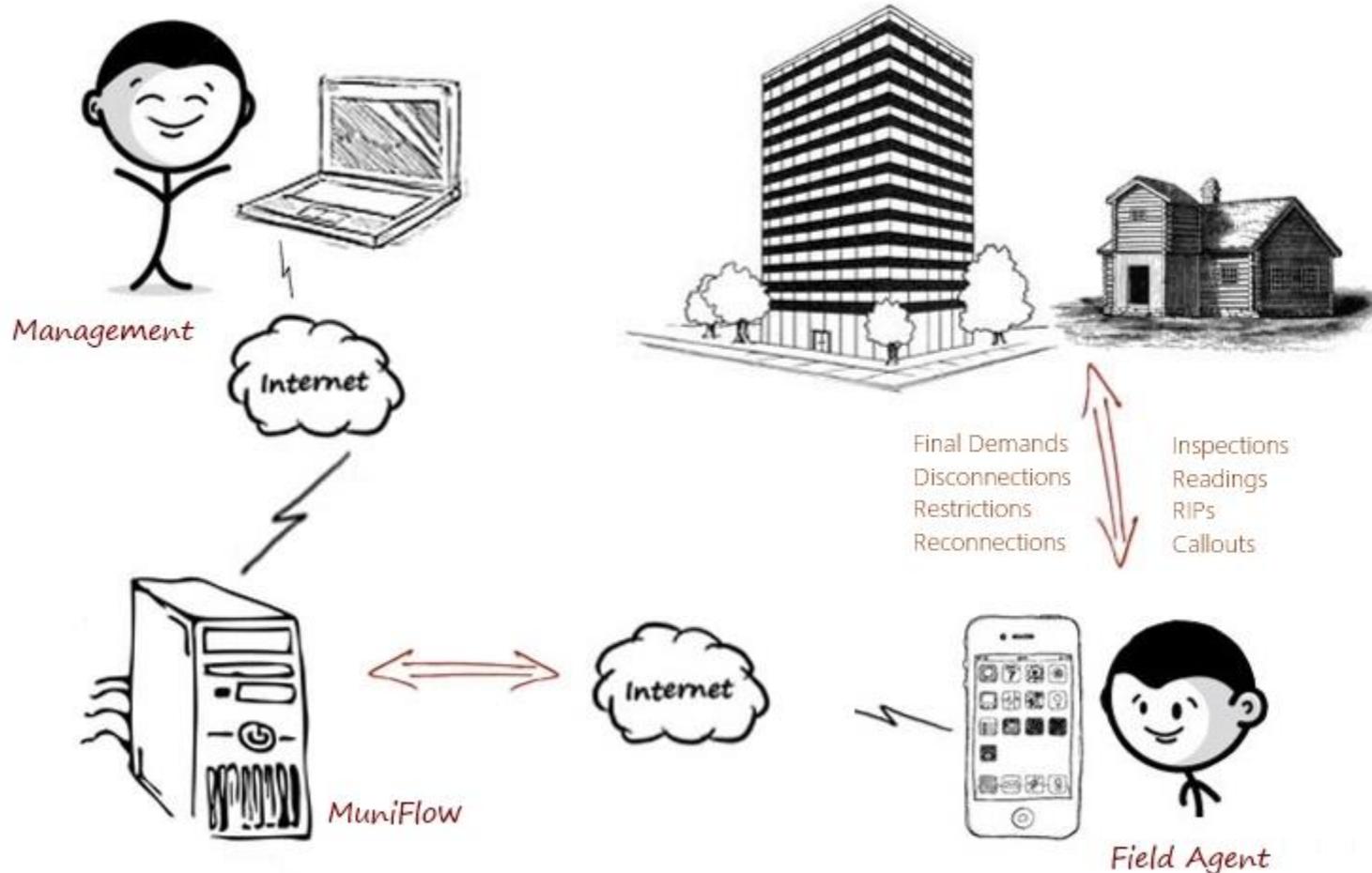


MuniFlow



Streamline collection management

The effectiveness of your collections efforts depends largely on following the correct processes. Often difficult to manage effectively, the MuniFlow System allows a predefined collection process to be managed through the use of workflow and the latest mobile technology.

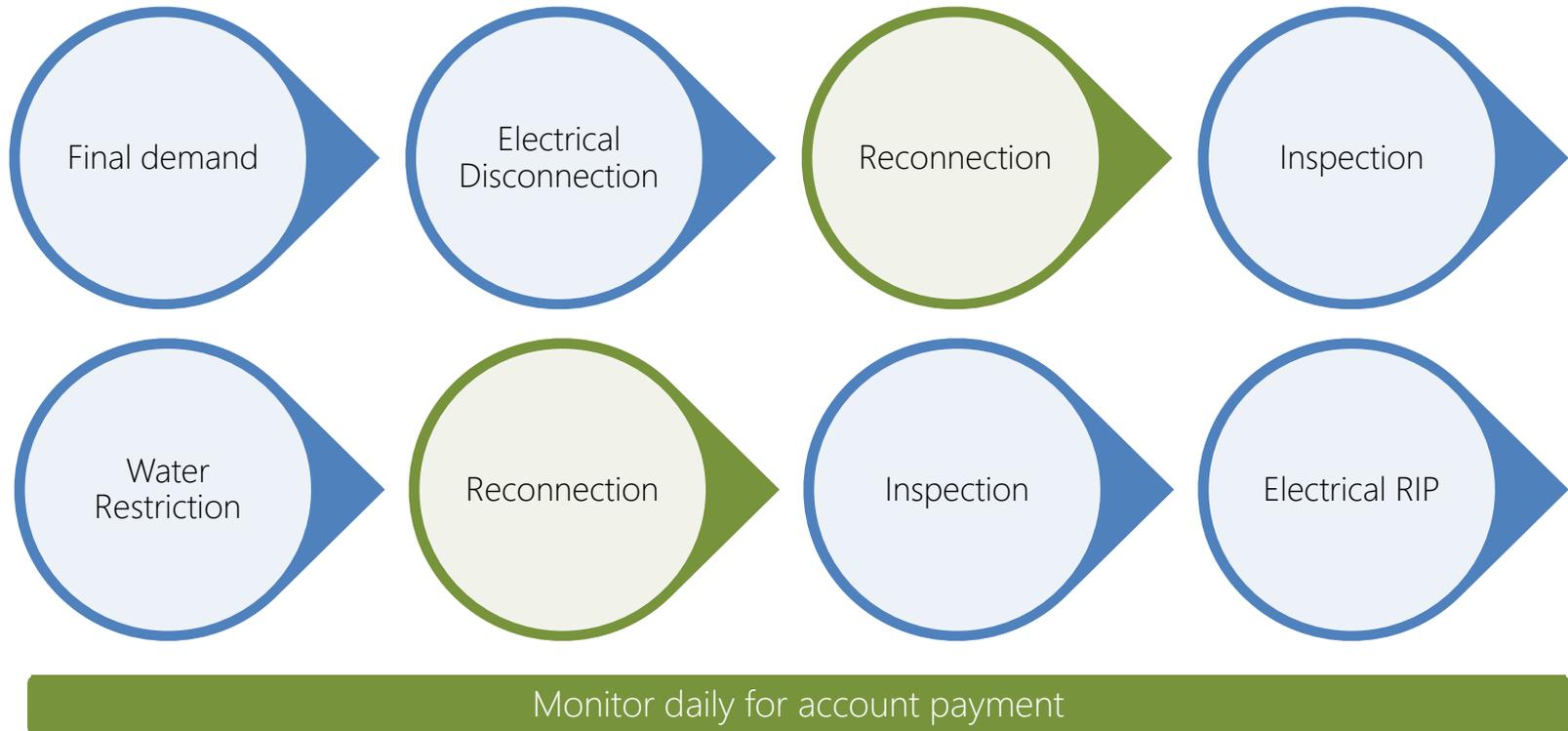


End to end collection cycle

MuniFlow caters for all the field tasks of Municipal Credit Control. The system can monitor account payments and based on timings and rules, if still unpaid, will automatically move a case from one task to the next. Alternatively, MuniFlow can wait for instruction from the Municipality before continuing with each phase. If payment is received, the case is withdrawn from the process and if already disconnected, a reconnection task is issued.

Final demand notices and other necessary documents are produced by the system for the field tasks.

Some of the field tasks below are optional and the order in which they are done is customisable by the Municipality.



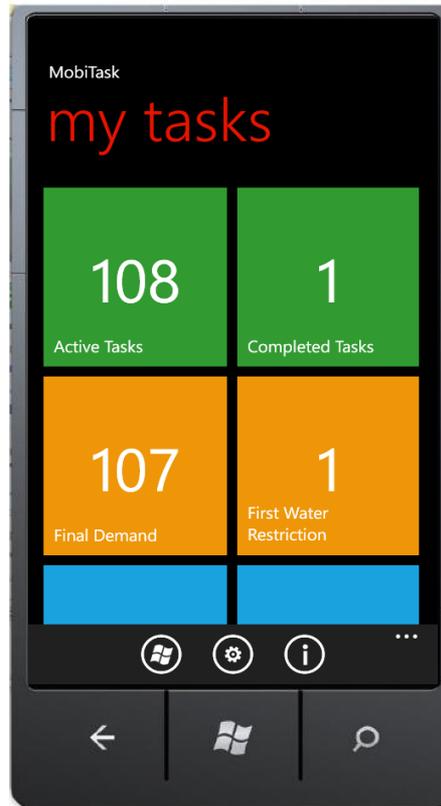
Mobile component

MobiTask is a mobile app that is downloaded from the marketplace and installed on your field workers mobile smartphone.

Enabling your field workers with MobiTask allows them to successfully perform the necessary tasks in the collection lifecycle.

These would include:

- Final Demands
- Electrical Disconnections
- Water Restrictions
- Reconnections
- Inspections
- RIP's
- Callouts

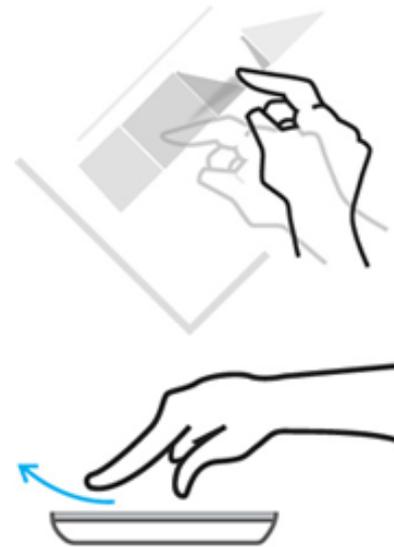


MobiTask promotes a paper free office.

Productive and robust

MobiTask has been successfully working out in the field for over three years, even in remote areas with little or no cellphone reception.

It requires minimal training and It tells field workers exactly what they have to do, where they have to do it and takes them step by step through each task.



Real time results

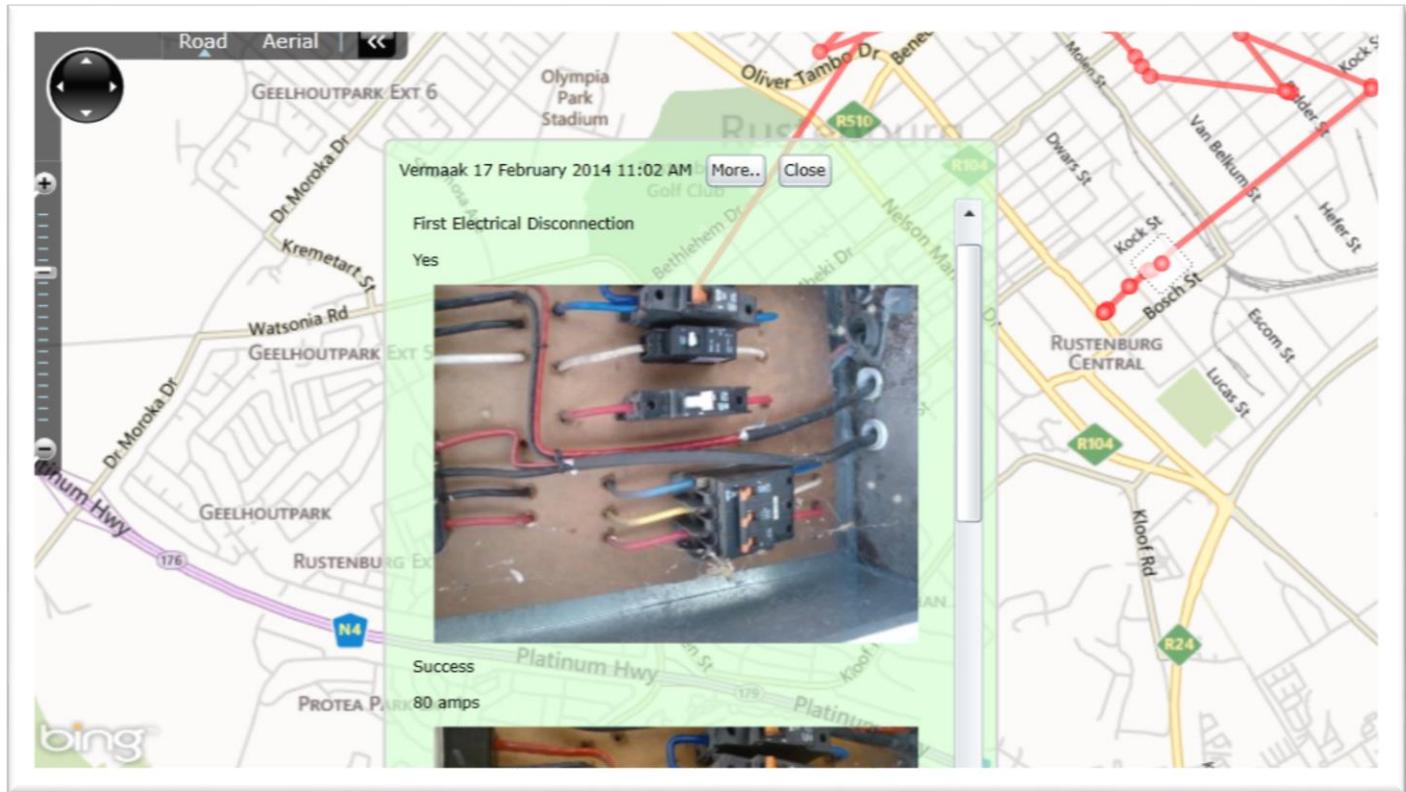
As tasks are completed, the results of each task as well as the location of the field worker are sent back to the MuniFlow system from the mobile device.

These results are viewable in real time, as well as the photographs taken in the field, giving managers unprecedented quality control.

GIS dashboard

Get a bird's eye view of all your Field Workers and the status of work being done.

Click on individual tasks and see all the results including photos.



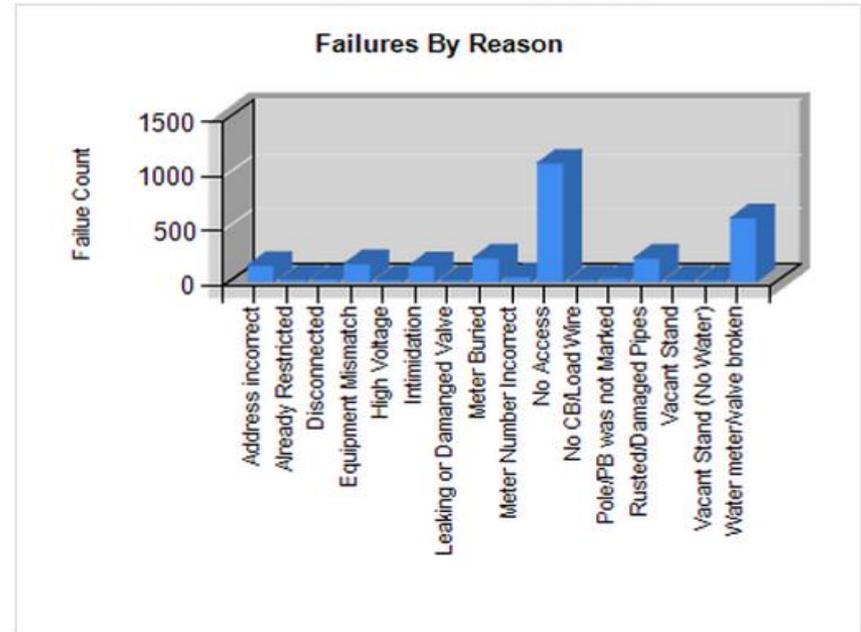
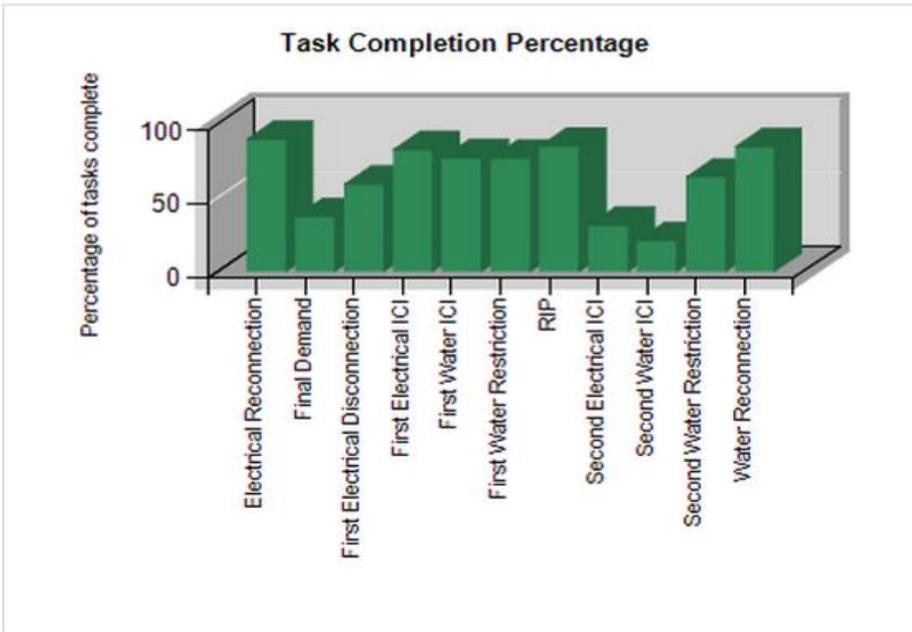
Operational Reporting

- Daily Facilitator Stats Report
- Activity Dashboard
- Facilitator GPS Dashboard
- Job Stats Report
- Job Stats Collections and Exclusions Report
- Top 100 Account Report
- Top 30 Account Current Status Report
- Top 30 Suburbs Current Status Report
- Current Restrictions Report
- Current Restrictions Summary Report
- Current Disconnections Report
- Current Disconnections Summary Report
- Payment Details Report
- Reconnection Details Report

MuniFlow stores every piece of information that it retrieves while your teams are out on the road. Using this data MuniFlow provides a number of standard reports which help you manage your workers and the areas they work in.

We realise that you might want to analyse the data we have collected in different ways and for this reason we supply you with complete data extracts that can be imported into any 3rd party reporting software or data warehouse.

Total FD's Received this month:	R1,328,393,534	44,809
FD's Excluded this month:	R1,594,111	881



Billing Module

The optional billing module is available to calculate what each field worker will be paid. This is based on the quantity and type of tasks and if required, stand type.

Billing entries are usually manually approved prior to month-end but can also be auto approved.

MuniFlow also summarises all tasks into a master proforma invoice. This is used primarily when outside contractors are involved.

Example worker billing

Select Facilitator

Select Period

1	Second Water Restriction WorkFlow - Success - Flow Reduction 15-20mm	40.00	40.00
8	Water Reconnection WorkFlow - Success - Removed Device	40.00	320.00
	Total		1905.00
	Business		
	Total		
	SmallHolding		
1	First Water Restriction WorkFlow - Failure - Meter Number Incorrect	25.00	25.00
1	Water Reconnection WorkFlow - Success - Removed Device	45.00	45.00
	Total		70.00
	Grand Total		1975.00

Example master billing

Select Municipality

Select Period

████████ - Feb 2014			
Quantity	Description	Amount	Total
	Residential		
105	Electrical Reconnection Workflow - Success - Replaced Circuit Breaker	99.00	10395.00
3	Electrical Reconnection Workflow - Success - Replaced Load Wire	99.00	297.00
5037	Final Demand WorkFlow - Success - By Hand	15.40	77569.80
19	First Electrical Disconnection WorkFlow - Failure - Address Incorrect	33.00	627.00
17	First Electrical Disconnection WorkFlow - Failure - Disconnected	33.00	561.00
1	First Electrical Disconnection WorkFlow - Failure - High Voltage	33.00	33.00
102	First Electrical Disconnection WorkFlow - Failure - No Access	33.00	3366.00

MuniFlow Benefits

- ✓ Increased revenue
- ✓ Complete management
- ✓ Accurate work
- ✓ Better decisions
- ✓ Discover area trends
- ✓ Less training for new staff
- ✓ Reduced carbon footprint

Contact details



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