CITY OF CHOICE

PIETERMARITZBURG
M S U N D U Z I

Msunduzi Municipality is "Accelerating Customer Experience"

SAP®

It is with great pleasure to announce that the Municipality has embarked on a journey to improve service delivery and customer experience.

The Municipality decided to implement the SAP system to ensure that our internal and external stakeholders are assisted with ease, quickly and less effort. The SAP system is the fourth largest software company in the world and it stands for Systems, Applications and Products. SAP system

is a business package designed to pull together all areas of a business, and make them talk to each other becoming more integrated. This means that all areas in the municipality like procurement, billing, finance, grants, budgets from the IDP and so forth are part of the system and provides end to end solutions for our municipality. Most importantly is that there will be a common platform for our business processes, as well as a single source for information.

This will make decision making easier, faster and transparent.

We are on the verge of implementing the component of SAP that deals with billing and invoicing of which caters for the greater Msunduzi Community. The basic functions for SAP Utilities are Customer Care; Device Management (Meter Reading), Real Estate, Billing and Invoicing. Our Revenue section has pledged to deliver high-end quality service with the help of the application.

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MSUNDUZI MUNICIPALITY

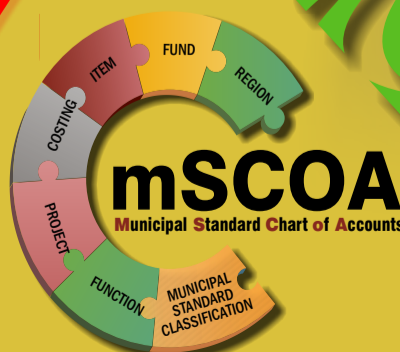# SAP UTILITIES & BILLING (REVENUE)

Billing-component will be used for billing the following divisions: Electricity, water, Sewerage, Refuse, and Property Rates. The billing component deals with charge calculation.

Invoicing-component will enables us to group services and invoice them on one invoice. The component can also be used to calculate and charge fees and taxes. The invoice component combines all the billing documents e.g. water electricity, etc into one single statement. The invoice is generated on the account level.

Device Management(Meter Reading)component will help to manage technical data, installations, meter readings and also the inspection of devices quicker and easier

SAP Real Estate will be used for land, land rights, space management, asset management and lease management and it also forms the prime link to spatial representation and reporting.

Access to information is more transparent, faster, quicker and more reliable through customer care.

GET READY...

COMING

2017!

mSCOA
Municipal Standard Chart of Accounts

ITEM FUND REGION
COMISSION
PROJECT
FUNCTION MUNICIPAL STANDARD CLASSIFICATION

DUZISAP