



Customer's User Manual

Customer Management System (CMS)

for rural water supply system

Introduction

The below steps will guide you on how you can use the new RURA platform (CMS-RWSS) Customer Management System for Rural Water Supply Service for more information you can contact:

Product Perspective

The main objective of CMS-RWSS is to improve the efficiency of water supply operators and minimize financial loss. To achieve this goal, the system will automate the tedious processes of customer recruitment, billing & payment, and accounting. By automating these processes, water supply operators will be able to increase their efficiency in service delivery. Additionally, the system will include a feature for the automated submission of regulatory fees. This will be achieved through direct integration with CLMS (Converged Licensing Management System), streamlining the regulatory compliance process and reducing the burden on water supply operators.

Steps:

Registration

CUSTOMER MANAGEMENT SYSTEM(CMS)

FOR RURAL WATER SUPPLY SERVICES

Empowering Private Water Operators for Sustainable Water Management
Reducing Financial Loss and Non-Revenue Water .

[Register Customer](#)

Customer Login

Enter your login details to access your account.

E-mail address

Password


[Forgot Your Password?](#)


[Login](#)

Steps to follow

- 1
- 2
- 3
- 4

Step 1: Click Register Customer to create a login account.

[Home](#) [Pay with MOMO](#) [Help](#) [Check Bills](#)



Create An Account

Welcome to our system! We're excited that you're interested in creating an account with us.

By creating an account, you'll be able to access exclusive features and content that are not available to non-registered users.

If you've already created an account with us, please click the button below to log in.

[Login to your account](#)

Register Form

Name	Phone Number	Email address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Legal Type	Document Type	Document Number
<input type="text" value="Select Legal"/>	<input type="text" value="Select Type"/>	<input type="text"/>
Province	District	Sector
<input type="text" value="Select Province"/>	<input type="text" value="Select District"/>	<input type="text" value="Select Sector"/>
Cell	Village	
<input type="text" value="Select Cell"/>	<input type="text" value="Select Village"/>	
Password	Confirm Password	
<input type="text"/>	<input type="text"/>	

Step 2: Fill the form and click Create Account

[Create Account](#)

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Step 2: Fill the form and click the Create Account Button

Login

CUSTOMER MANAGEMENT SYSTEM(CMS)

FOR RURAL WATER SUPPLY SERVICES

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Register Customer

Customer Login

Enter your login details to access your account.

E-mail address

Password

Forgot Your Password?

Login

Steps to follow

- 1
- 2
- 3
- 4

Step 1: Fill out the form accordingly and click Login

Forget Password

CUSTOMER MANAGEMENT SYSTEM(CMS)

FOR RURAL WATER SUPPLY SERVICES

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Reducing Financial Loss and Non-Revenue Water .

Register Customer

Customer Login

Enter your login details to access your account.

E-mail address

Password

[Forgot Your Password?](#)


Login


Step 1: Click forget password

Steps to follow

- 1
- 2
- 3
- 4

Step 1: Click forgot you password

[Home](#) [Pay with MOMO](#) [Help](#) [Check Bills](#)



Fogot Password

Please enter your email address to reset your password.

Remembered Your credentials! Click the button below to log in.

[Login here](#)

Reset Password

E-Mail Address

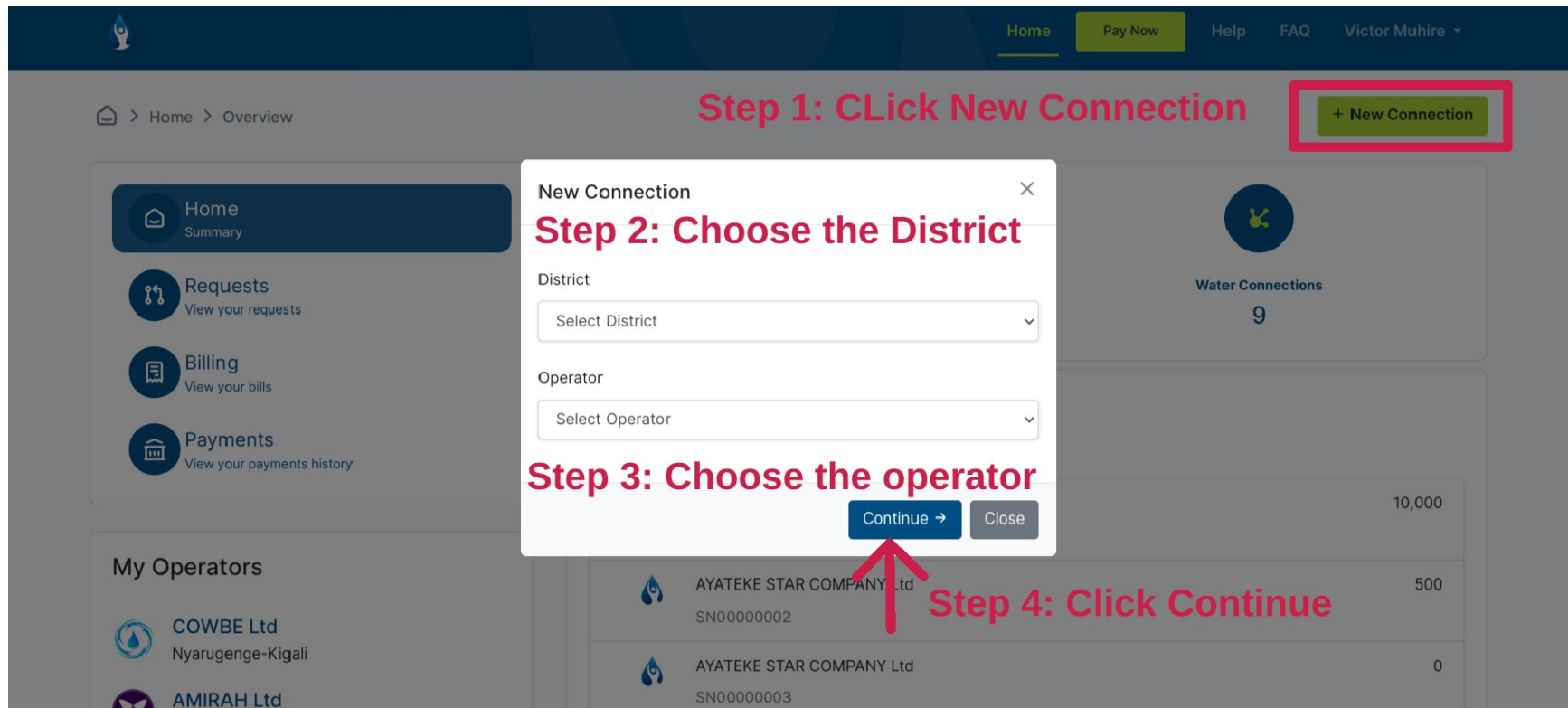
[Send Password Reset Link](#)

Step 2: Fill in the email and click Send Password Reset Link

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Step 2: Fill in the email and click the Send Password Reset Link

Homepage





Step 1: Click the New Connection Button


Step 2: Choose the District


Step 3: Choose the Operator

Step 4: Click Continue


 Home
Summary


 Requests
View your requests


 Billing
View your bills

 Payments
View your payments history

My Operators

 **COWBE Ltd**
Nyarugenge-Kigali

 **AMIRAH Ltd**
KIGALI

 **AYATEKE STAR COMPANY Ltd**
KIREHE

request new Connection

Fill the form below to request new connection At **AMIRAH Ltd** in **GAKENKE** District.

Water Usage

Select Request Type

UPI

Sector

Village

New connection will cross the road

Where will the water pipe cross ?

Will you dig a water pipe by yourself?

How many meters do you need?

UPI Attachment

Cell

Description

☐ Yes ☐ No

☐ Swamp ☐ Strong fence

☐ Yes ☐ No

☐ Ruhurura ☐ Other people's lands

Do You want to pay for the materials yourself by submitting an EBM invoice ?

☐ Yes ☐ No

Step 5: fill out the form accordingly

Step 6: Click the the Submit Request button

Submit Request

Step 5: Fill out the form accordingly

Step 6: Click the Submit Request Button

[Home](#)[Pay Now](#)[Help](#)[FAQ](#)[Victor Muhire ▾](#)[Requests](#)[Home](#)
Summary[Requests](#)
View your requests[Billing](#)
View your bills[Payments](#)
View your payments history

My Operators

[COWBE Ltd](#)
Nyarugenge-Kigali[AMIRAH Ltd](#)
KIGALI[AYATEKE STAR COMPANY Ltd](#)

All Requests

This is a submitted request

[AMIRAH Ltd](#)

18 May 2023

New Connection **Meter Requested:**2
UPI: 333333, **Given meters:** 0[Submitted](#)[Details](#)[AMIRAH Ltd](#)

12 May 2023

New Connection **Meter Requested:** 1
UPI: 2/08/06/03/2970, **Given meters:**1[Delivered](#)[Details](#)[AMIRAH Ltd](#)

12 May 2023


New Connection **Meter Requested:** 2
UPI: 2/08/06/03/2970, **Given meters:**2[Delivered](#)[Details](#)[AYATEKE STAR COMPANY Ltd](#)

14 Apr 2023

New Connection **Meter Requested:** 2
UPI: 2/08/06/03/2970, **Given meters:**0[Approved](#)[Details](#)

You can click on Details to view all information of a request

Billings: The system should allow customers to make payments through various payment methods such as mobile money or bank payment. The system should update the customer's account balance after the payment is received



HomePay NowHelpFAQVictor Muhire


Home
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My Operators

COWBE Ltd
Nyarugenge-Kigali

AMIRAH Ltd
KIGALI

AYATEKE STAR COMPANY Ltd

Billing

Subscription #: SN00000008Meter Number: MT642E77D187DEAAyATEKE STAR COMPANY Ltd
Paid: 449,680 RWF Remain: 0 RWF

Billing Details

Starting Index: 456Last Index: 2,500Done By: Ayateke Admin

Operating area: Nyamasheke 1Comment: Thanks

Subscription #: SN00000005Meter Number: MT642E77CF19665AyATEKE STAR COMPANY Ltd
Paid: 92,840 RWF Remain: 0 RWF


Subscription #: SN00000005Meter Number: 767678897654556AyATEKE STAR COMPANY Ltd
Paid: 864 RWF Remain: 0 RWF

Subscription #: SN00000008Meter Number: 1222223AyATEKE STAR COMPANY Ltd
Paid: 5,448 RWF Remain: 0 RWF

Subscription #: SN00000007Meter Number: 122222AyATEKE STAR COMPANY Ltd
Paid: 1,476 RWF Remain: 0 RWF

Step 1: Click Billing Menu

Payments: The system should provide customers with multiple payment options, including mobile money and banks, and enable operators to track and manage payments received from customers



HomePay NowHelpFAQVictor Muhire

Payments

Step 1: Click Payments Menu

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Summary

Requests
View your requests

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My Operators

COWBE Ltd
Nyarugenge-Kigali

AMIRAH Ltd

Payments

Search...

Code: CMS00000070Amount to pay: 200,000 RWFAMIRAH Ltd
Payment Type: Meters FeeBalance: 0 RFWPaid

Operating area:
Gakenke

Payment History
12 May 2023
200,000 RWF
COGEBANQUE

Code: CMS00000069Amount to pay: 400,000 RWFAMIRAH Ltd
Payment Type: Materials FeeBalance: 0 RFWPaid

Code: CMS00000068Amount to pay: 10,000 RWFAMIRAH Ltd
Payment Type: Connection FeeBalance: 0 RFWPaid

Issue Reporting:


The screenshot displays a web application interface for reporting issues. On the left, a sidebar menu contains options: Home (Summary), Requests (View your requests), Billing (View your bills), Payments (View your payments history), and **Issues Report** (View your reported issues). The 'Issues Report' menu item is highlighted with a red box. Below the menu is a section titled 'My Connections' listing 'COWBE Ltd' (Nyarugenge-Kigali) and 'AMIRAH Ltd' (KIGALI). The main content area features a 'Report an Issue' modal form. The form has a title bar with a close button. It contains four sections: 'Operator' with a dropdown menu labeled 'Select Operator'; 'Operation Area' with a dropdown menu labeled 'Select Operation Area'; 'Issue' with a text input field; and 'Description' with a larger text area labeled 'Describe the issue here'. At the bottom of the form are 'Submit Issue' and 'Close' buttons. A red box highlights the 'Report Issue' button in the top right corner of the main content area. Red text overlays provide instructions: 'Step 1: Click Issue Reporting Menu' points to the sidebar menu, 'Step 2: Click Report Issue' points to the 'Report Issue' button, and 'Step 3: Fill out the form and click Submit Issue' points to the form fields. The top of the page shows a 'Pay Now' button, language selection ('English'), and a user profile ('Victor Muhire').

Step 1: Click Issues Reporting Menu

Step 2: Click Report Issue

Step 3: Fill out the form and click Submit Issue


Pay Now


[Home](#) [Help](#) [FAQ](#) [English](#) [Pay Now](#) Victor Muhire


[Home](#) > [Overview](#)


Step 1: Click Pay Now

[+ New Connection](#)


**Home**
Summary


**Requests**
View your requests


**Billing**
View your bills


**Payments**
View your payments history

My Operators

**COWBE Ltd**
Nyarugenge-Kigali

**AMIRAH Ltd**

**Total Requests**
16

**Water Connections**
10

Operator Billing Overview

Billing overview by operators

AYATEKE STAR COMPANY Ltd
SN00000006

Balance Due: **0 RWF**
[View Billings](#)

AYATEKE STAR COMPANY Ltd
SN00000020


Balance Due: **0 RWF**
[View Billings](#)

AYATEKE STAR COMPANY Ltd
SN00000027

Balance Due: **0 RWF**
[View Billings](#)

Total Balance Due **0 RWF**

Step 1: Click Pay Now



HomeStaff LoginHelpFAQPay Now🇰🇪 English

Check Bills

Check your bills here and pay with MTN Mobile Money

Bill Number

SN00000002

CHECK

Owner Name:

HARERIMANA Alphonse

Bill Number:

SN00000002

Amount:

RWF 500

Phone Number

Phone Number

Make Payment

Step 2 : Fill out the Bill Number and click Check

Step 3: Provide Your phone number and click Make Payment

Step 2: Fill out the Bill Number and click Check

Step 3: Provide your Phone Number and click the Make Payment Button

User Profile

The screenshot shows a web application interface for a user profile. The top navigation bar includes links for Home, Pay Now, Help, FAQ, and a user dropdown menu. The user dropdown menu is highlighted with a red box and contains 'Profile' and 'Logout' options. The main content area is divided into a left sidebar and a right main section. The sidebar contains links for Home, Requests, Billing, and Payments, as well as a 'My Operators' section listing COWBE Ltd, AMIRAH Ltd, and AYATEKE STAR COMPANY Ltd. The main section displays the user's profile information, including a profile picture, name, email, phone, identity, and address. A red box highlights the profile information section, and a red arrow points to the 'Change Password' button at the bottom of this section. The text 'Step 1: Click on Profile' is written in red above the profile picture, and 'Step 2: Click Change password' is written in red next to the 'Change Password' button.

Step 1: Click on Profile

User Identification


Full Name	Victor Muhire
Email	muhirevickyson@outlook.com
Phone	0788379362
Identity	Individual
Identity Number	National ID: 1199580097533080
Address	Kigali City, NYARUGENGE, Gitega


Change Password


Step 2: Click Change password


Step 1: Click on Profile

Step 2: Click the Change Password button


 Home
Summary


 Requests
View your requests


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View your payments history

My Operators

 **COWBE Ltd**
Nyarugenge-Kigali

 **AMIRAH Ltd**
KIGALI

 **AYATEKE STAR COMPANY Ltd**
KIREHE



Victor Muhire
muhirevickyson@outlook.com | 0788379362
Kigali City, NYARUGENGE, Gitega

Step 3: Fill out the form and continue or Cancel

Current Password

New Password

Verify Password


Change Password

Clear

Cancel

Step 3: fill out the form and continue or cancel by clicking on the provided buttons

Logout

HomePay NowHelpFAQVictor Muhire ▾


New Request > User > Profile

Home
Summary

Requests
View your requests

Billing
View your bills

Payments
View your payments history





Victor Muhire
muhirevickyson@outlook.com | 0788379362
Kigali City, NYARUGENGE, Gitega

Current Password

New Password

My Operators

COWBE Ltd
Nyarugenge-Kigali

AMIRAH Ltd

Click Logout to sign out in the system

Profile
Logout