



SIRA WATER APPLICATION

Bespoke Water Sales and
Administration System

Overview

Purpose

The purpose of the system is to provide an integrated solution to administer SIRA water bookings and support all processes of water purchase and payment.

Functionality

- Create bookings
- Communicate booking details and contact details of buyers before and after booking
- Record meter readings
- Issue and send invoices
- Register payments
- Produce sales data

The screenshot displays the SIRA WATER user interface. At the top, the logo and name 'SIRA WATER' are on the left, and the user's name 'Hubert van Mierlo' with a profile icon is on the right. Below this is a navigation bar with three tabs: 'Welcome', 'Current', and 'Purchase History'. The main content area is titled 'Hubert van Mierlo' with 'Line 2' on the right. A green button labeled 'New Water Booking' is prominently displayed. Below it is a user profile card with fields for Address, e-Mail, Mobile, and Phone, and a 'View Agreement' link. To the right of these fields are details for 'Date Agreement' (29-06-2015), 'Membership Status' (Active), and 'Membership Enabled' (Yes). A message below the profile card asks if details have changed and provides a link to the SIRA membership system. The 'Current Water Bookings' section contains a table with one entry for a finished booking on 25 Sep. The 'Open Invoices' section contains a table with one entry for an invoice due yesterday. A footer message suggests going to the Purchase History page for past bookings and invoices.

Day	Start Time	Finish Time	Duration	Start Meter	Finish Meter
113 - 25 Sep (6 days ago) (Finished)	10 AM	5 PM	7	1,420	1,423

Invoice - Due Date	Invoice Status	Booking	Total Amount
40 - yesterday	Sent	110 - 25 Sep (6 days ago)	\$ 10.00

General Features

Features

- Cloud based, accessed via any browser
- Works on PC or Mac, Tablet and Phone
- Accessed by Water Customers, optional self-service booking and recording
- Accessed by Water Monitors
- Customers self-register if they want to use the system.
- Water Monitors enter bookings if they receive them via conventional methods
- An email 2 hours before the start of the booking informs customers about others before and after their booking
- Water Monitor or Customer enters meter readings
- The Water Monitor generates and sends an invoice with one single click
- Payments are registered by the water monitor.
- PayPal Payments (future)

The image displays three overlapping screenshots of the SIRA WATER web application interface. The top screenshot shows the user profile for Hubert van Mierlo, Line 2, with a 'New Water Booking' button and a table of booking details. The middle screenshot shows a similar view but with a 'Current Water Bookings' table. The bottom screenshot shows a mobile view of the application with a 'New Water Booking' button and a message about updating details.

Screenshot 1: User Profile and Booking Details

Hubert van Mierlo Line 2

[New Water Booking](#)

Address	[Redacted]	Date Agreement Completed	29-06-2015	View Agreement
e-Mail	[Redacted]	Membership Status	Active	
		Membership Enabled	Yes	

Have your details changed? Update your details in the SIRA membership system.

Current Water Bookings

Day	Start Time	Finish Time	Duration	Start Meter	Finish Meter
113 - 25 Sep (6 days ago) (Finished)	10 AM	5 PM	7	1,420	1,423

Screenshot 2: Mobile View

Hubert van Mi... Line 2

[New Water Booking](#)

Have your details changed? Update your details in the SIRA membership system.

Current Water Bookings

Day	Start Time	Finish Time	Duration	Start Meter	Finish Meter
113 - 25 Sep (6 days ago) (Finished)	10 AM	5 PM	7	1,420	1,423

Build by McCloudApps

User Registration

Customers can self-register as long as they exist in the Membership database, even when their membership is suspended or inactive.

From the login screen they click the sign up link to start the process.

The screenshot shows the 'SIRA Water bookings' login page. At the top left is the 'SIRA WATER' logo. The main heading is 'SIRA Water bookings'. Below it are input fields for 'Email Address *' (containing 'Your email address registered with SIRA') and 'Password *'. There is a 'Remember login' checkbox which is checked. Below the password field are 'Login' and 'Forgot Password' buttons. At the bottom, there is a paragraph of text: 'Do you have a SIRA Water Bookings account yet? With this system you can book your water purchase, record the water meter readings, view your invoices and more. If you are a member of SIRA, you can create an account yourself to access the online Water booking system. Please note this account is separate from your self-service account at sira.org.au, but you must use the same email address.' Below this is a link 'Sign up for online Water Bookings' and another link 'Not a SIRA member and you are eligible? Join SIRA here.'

The screenshot shows the 'SIRA WATER ADMIN' registration page. The heading is 'Register'. A blue box contains instructions: 'You can register for online water bookings here. There are two steps to register: 1. Enter your email address and a password of your choice twice and click 'Get Account Activation Email' 2. The system will send you an email with a link. Click the link to open the Activate Account Screen and complete the process.' Below this is a form with the heading 'Provide your email address registered with SIRA'. It has three input fields: 'Email Address *' (with placeholder 'Enter email address with SIRA'), 'Choose a Password *', and 'Repeat Password *'. A green button labeled 'Get Account Activation Email' is at the bottom.

A informative message leads the customer to the membership site in case they are not registered in that system.

The screenshot shows a red error message box. The text reads: 'Your attempt to register was unsuccessful. We cannot find a SIRA member record with the email address you provided below. The issue may be: 1. You have a different email address registered in the SIRA membership database. Check which email address is registered. You receive email from SIRA on this address. OR 2. You are not a SIRA member. To Join SIRA, click the button below. If you have any issues with your membership, contact the SIRA Secretary via email on: Secretary@sira.org.au' At the bottom is a button labeled 'Join SIRA online'.

The screenshot shows an email activation message. The header includes the date 'Sat 1/10/2016 22:13', the sender 'SIRA Secretary', and the subject 'Activate your online SIRA Water booking account'. The body of the email says: 'Dear Boyd Attewell, Thank you for registering online. We have created your account. For security reasons you cannot access the account until you have activated it. To activate your account, click the link below and use your email address and your password: Click here to complete the Activate Account process In case you have problems activating your account please contact system support on [redacted]. Thanks and happy water booking! Regards, The SIRA Water Team.'

An email with an activation link is sent to the customer. After clicking the link the new user activates and logs into the system.

The screenshot shows the 'Activate Account' page. It has two input fields: 'Email Address *' (containing 'Your email address registered with SIRA') and 'Password *'. A green button labeled 'Activate and Login' is at the bottom.

Welcome Screen

When logged in for the first time the user will be presented with a welcome screen. This can be skipped in future.

The screen shows information regarding the water line, the name and contact details of the water monitor and the operation times of the water line.

This page can be expanded to show the information from the 'Emergency Water Guidelines'.

Depending on the Customer's status this screen will show one or two messages informing about their status in relation to their eligibility to purchase water. One or two actions to remedy the issue are offered via two buttons, one to renew membership (link to the membership system) and one to sign the Emergency Non-Potable Water Agreement.

The system will not allow bookings to be made for the customer until they are remedied.

The screenshot shows the SIRA Water Booking System interface. At the top left is the SIRA WATER logo. At the top right is the user's name, Hubert van Mierlo, with a profile icon and a power button. Below the logo is a navigation bar with three tabs: 'Welcome' (selected), 'Current', and 'Purchase History'. The main content area has a heading 'Welcome to the SIRA Water Booking System' and a checkbox 'skip this screen next time'. Below this is a blue box with the text: 'This system allows you to create a booking for water online. Below you will find all the information to get started.' This is followed by another blue box containing connection information: 'You are connected to: Line 2', 'Your Water Monitor is: Hubert van Mierlo, Phone: [redacted]', and 'The operation times of your water line are as follows: From every Sunday 10 a.m. to Tuesday 7 p.m.' At the bottom, a purple box contains a list of three instructions: 1. To make a booking, click the 'Continue' button below and then 'New Water Booking' in the next screen. 2. Call your Water Monitor in case you have any questions. 3. We will email you with details about who is before you and after you, shortly before the booking commences. A green 'Continue' button is at the bottom center.

The screenshot shows the SIRA Water Booking System interface for a user who is not eligible for water purchase. At the top is the heading 'Welcome to the SIRA Water Booking System' and a checkbox 'skip this screen next time'. Below this is a blue box with the text: 'This system allows you to create a booking for water online. Below you will find all the information to get started.' This is followed by a large red box containing the text: 'The provision of Emergency Non-potable Water is an essential service that SIRA provides to the community and comes with some risk. SIRA members share joint responsibility for the waterline and water bookings will only be accepted from SIRA members who complete and sign the Agreement for Sale of Non-Potable Water.' Below the red box is the text: 'Not Eligible: You must sign a water agreement to become eligible for water purchase.' Two buttons are visible: 'Sign the Water Agreement' and 'Renew your SIRA Membership'. Below this is a blue box containing connection information: 'You are connected to: Line 2', 'Your Water Monitor is: Hubert van Mierlo, Phone: [redacted]', and 'The operation times of your water line are as follows: From every Sunday 10 a.m. to Tuesday 7 p.m.' At the bottom, a purple box contains a list of three instructions: 1. To make a booking, click the 'Continue' button below and then 'New Water Booking' in the next screen. 2. Call your Water Monitor in case you have any questions. 3. We will email you with details about who is before you and after you, shortly before the booking commences. A green 'Continue' button is at the bottom center.

Close

Please read the text of the agreement below carefully. At the bottom of the text you are asked to confirm your understanding of the agreement with three statements, after which you can submit the agreement by clicking the submit button. You will be sent an email with the text of the agreement for your records.

AGREEMENT FOR THE SALE OF NON-POTABLE WATER

This agreement, effective **01-10-2016** is between the Scotland Island Residents' Association (herein referred to as SIRA, the Seller, and **Hubert van Mierlo**, the Buyer, being a member of SIRA whose postal address is at:

[Redacted address]

and who owns and/or occupies premises (hereinafter known as the Supplied Premises) situated on Scotland Island at:

[Redacted address]

1. DEFINITIONS

Emergency Non-potable Water – means water that is not intended for human consumption or for purposes connected with human consumption, such as:

- (a) the washing or cooling of food, or
- (b) the making of ice for consumption, or for the preservation of unpackaged food.

Emergency Non-potable Water Pricing Schedule– refers to the schedule of prices, booking and other fees applicable to the purchase of Emergency Non-potable Water. This schedule is available from the SIRA website:<http://www.scotlandisland.org.au/community/emergency-water>.

Scotland Island Emergency Non-potable Water Supply System – means the reticulated non-potable water distribution system, consisting of three lines that circle Scotland Island, and comprising all polyethylene pipes and fittings that make up that system.

Water Monitor – means a person acting in the direction of SIRA and responsible for the coordination of bookings for one or more

(b) **Supply.** ... non-potable water ... must first be made ... monitor appropriate ... line that services the Supplied Premises. Please note the following:

- i. Bookings shall be for such periods as shall be determined by the Water Monitor of the line in question subject to demand as well as the need to ensure a fair and equitable supply of non-potable water to each line.
 - ii. Neither SIRA nor the Water Monitors can guarantee a booking at any particular time or on any particular day.
 - iii. Urgent requests for a booking shall be dealt with on a case-by-case basis.
 - iv. The supply of non-potable water by SIRA is dependent upon the supply of water to Scotland Island by Sydney Water via a submarine pipe which is owned and maintained by Pittwater Council. In the event of a disruption to or a diminution in that supply then any existing booking may need to be cancelled or rearranged.
 - v. The supply of non-potable water to the Scotland Island Rural Fire Service shall take priority over any other booking. In the event of an emergency, other bookings may need to be varied or cancelled by the Water Monitor.
- Further guidelines for the purchase of Emergency Non-potable Water are published by SIRA and available from SIRA's website or from the Water Monitors upon request.

(c) **Pricing.** SIRA may make changes to the Emergency Non-potable Water Pricing Schedule at any time. Changes to the Emergency Non-potable Water Pricing Schedule shall be notified to the Buyer via SIRA's website. It is the responsibility of the Buyer to check current prices, charges and fees at the time of making any purchase.

(d) **Sale of Parts and Accessories.** From time to time SIRA may agree to sell the Buyer new, second-hand or refurbished water pipeline parts and/or accessories. Requests for such parts and accessories should be submitted to the Water Monitor relevant to the line supplying the Supplied Premises. All implied or express warranties of merchantability or fitness for purpose are hereby disclaimed.

(e) **Other Terms of Sale.** The term for the payment of accounts relating to the sale of non-potable water and/or parts and accessories is strictly seven (7) days from provision of the relevant goods or service.

4. BUYER'S UNDERTAKINGS

The Buyer undertakes as follows:

Agreement

The customer, if needed can enter into the agreement right away from within the system. Customer data is pre-filled and does not need to be entered.

The three confirmation check boxes need to be ticked at the bottom of the screen after which the customer clicks the 'Submit Agreement' button.

An email with the agreement is sent to the customer. The agreement date is entered into the database and bookings will be enabled (if membership is active) right away.

Current Screen

This screen is the home page for customers. If the Welcome screen is set to be skipped, this is the screen that is visible after logging in.

On larger screens, the customer details are shown, with the intention that the customer checks and is aware that the details are correct. (On mobile screens this info is hidden to save space).

Current Water Bookings

This lists the bookings that are 'open', from New to Finished (more about booking status later).

Clicking on the booking opens the booking to see it's details or to enter meter readings.

Open Invoices

This lists all unpaid invoices. Clicking will open the invoice in view mode.

The 'New Water Booking' button is visible when the customer is eligible, otherwise a message is shown.

The user clicks this button to create a booking.

SIRA WATER Hubert van Mierlo

Welcome Current Purchase History

Hubert van Mierlo Line 2

[New Water Booking](#)

Address	[Redacted]	Date Agreement Completed	29-06-2015	View Agreement
e-Mail	[Redacted]	Membership Status	Active	
Mobile	[Redacted]	Membership Enabled	Yes	
Phone	[Redacted]			

Have your details changed? Update your details in the [SIRA membership system](#).

Current Water Bookings

Day	Start Time	Finish Time	Duration	Start Meter	Finish Meter
113 - 25 Sep (6 days ago) (Finished)	10 AM	5 PM	7	1,420	1,423

Open Invoices

Invoice - Due Date	Invoice Status	Booking	Total Amount
40 - yesterday	Sent	110 - 25 Sep (6 days ago)	\$ 10.00

To view past bookings and invoices, go to [Purchase History](#)

About booking rules

The system has rules built in to ensure that bookings are entered correctly. These rules apply both to self-service and the Water Line Monitor entering the booking.

Rules can be set on a per-line basis (but can be the same for all lines) and can be changed at any time by the system administrator.

Rule	Example Setting	Explanation
Maximum Number of concurrent open bookings	2 bookings	This rule is needed so that customers cannot book many bookings ahead of time and thereby preventing others to book. This also forces a customer to pay outstanding invoices before making a new booking.
Maximum Duration of Booking	12 hours	Set to a reasonable length under circumstances, to ensure all customers can obtain a slot. The time could for example be reduced in periods of drought.
Minimum duration of gaps between bookings	4 hours	When bookings are made that are not exactly starting when a previous booking starts, leaving a small gap (say 2 hours) could make that gap unutilised.
Line Operation times	As per Guidelines	Although these times have been fixed for a long period of time, the system administrator can vary these on request.

There is a possibility to build in an 'override' function that Water Monitors could use, however we are not sure if this is necessary

New Booking

The system calculates the available slots from Line Operation times and existing bookings. Clicking the 'See more time slots' button will search for available slots in the next week.

The user chooses the slot that he/she wants the booking to be in.

Two drop-down boxes ('Start Booking' and 'Finish Booking') are used to select a start and a finish time for the booking.

SIRA WATER Hubert van Mierlo

Welcome Current Purchase History

New Booking for Hubert van Mierlo Line 2

Select an available timeslot

If no convenient timeslots are listed, then click 'See more timeslots'

From	Time	To	Time
Sunday 02 October	15h	Monday 03 October	1 AM
Monday 03 October	27h	Tuesday 04 October	7 PM

See more timeslots

Go Back

'Create Booking' is clicked to lock the booking in. A confirmation email is sent.

SIRA WATER Hubert van Mierlo

Welcome Current Purchase History

New Booking for Hubert van Mierlo Line 2

Select an available timeslot

If no convenient timeslots are listed, then click 'See more timeslots'

From	Time	To	Time
Sunday 02 October	15h	Monday 03 October	1 AM
Monday 03 October	27h	Tuesday 04 October	7 PM

See more timeslots

Finetune your booking times

Timeslot Selected: Sunday 02 October 10 AM to Monday 03 October 1 AM max duration of 8 hours.

The maximum duration you can book is 8 hours.
If you leave a gap between bookings, then this gap cannot be less than 4 hours.

Finetune your start and finish times with the two selectors below:

Start Booking Sunday 02 October 10 AM

Finish Booking Sunday 02 October 5 PM 7 hour(s)

Notes

Create Booking Go Back

Preparation

The booking can be accessed from the 'Current' Screen.

The system will send an email to the customer 2 hours prior to the start of the booking. This email contains details about the customers before and after the booking so that they can get in touch to coordinate the handovers.

About booking Status

Status	Details	Who can update
New	New and confirmed booking. Can be cancelled	Cust /WM
Started	Meter readings can be entered Can be cancelled	Cust /WM
Finished	Meter readings have been entered and validated. The Water Monitor can now create the invoice.	WM
Invoiced	Invoice(s) sent by Water Monitor. Invoices not yet paid. Can be reverted to 'Started' in case meter readings need changed.	WM
Paid	Invoice(s) paid. Invoices	WM
Cancelled	No longer active as booking. Can be deleted.	-

'Start Booking' is clicked to start recording the meter readings.

The screenshot shows the SIRA WATER user interface. At the top, there is a navigation bar with 'Welcome', 'Current', and 'Purchase History'. The user's name 'Hubert van Mierlo' is displayed in the top right corner. The main content area displays 'Booking #130' and 'Hubert van Mierlo' with 'Line 2' on the right. Below this, a status bar indicates 'Status: New'. The booking details include 'Start Booking' on 'Sunday 02 October 10 AM' and 'Finish Booking' on 'Sunday 02 October 5 PM' with a duration of '7 hour(s)'. There is a 'Notes' field which is currently empty. At the bottom, there are four buttons: 'Update Booking' (highlighted in green), 'Start Recording', 'Cancel Booking', and 'Go Back'.

When a booking is cancelled by the customer of the Water Monitor, an email is sent to confirm this to both customer and Water Monitor.

Record Meter Readings

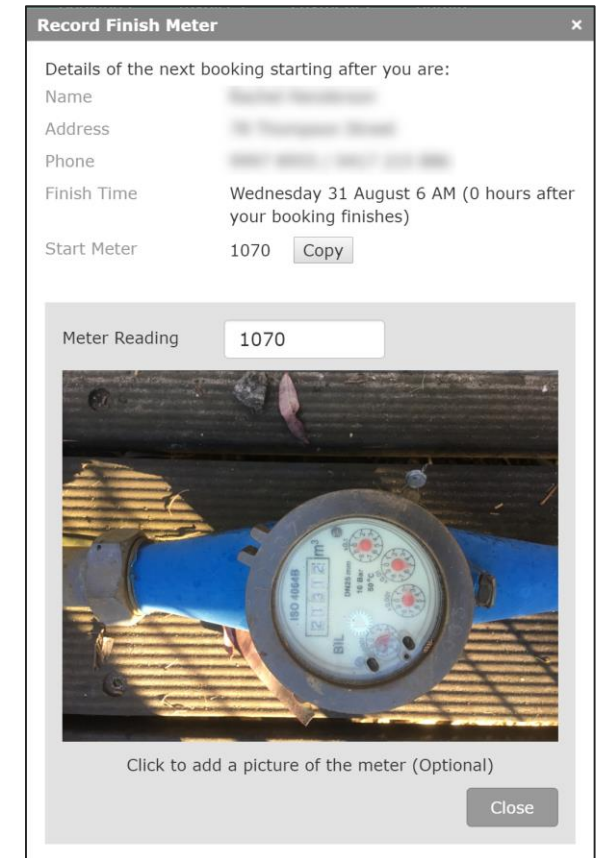
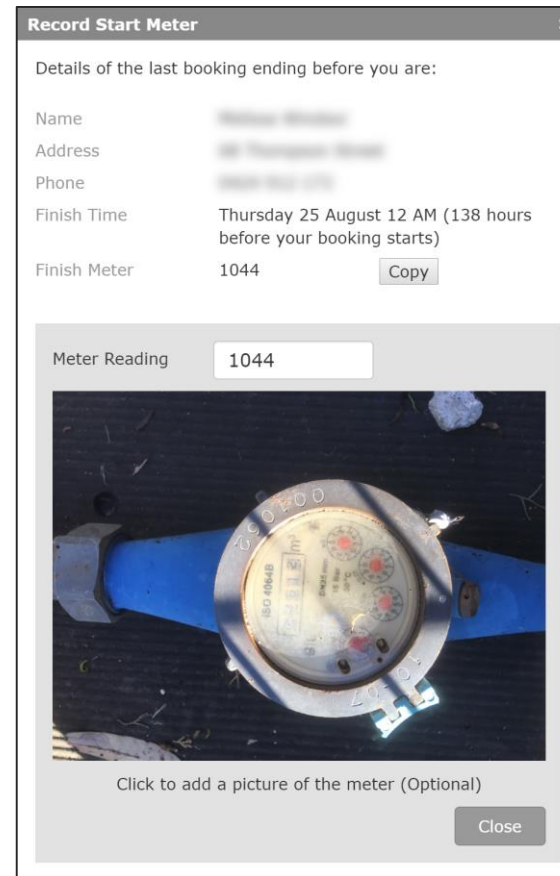
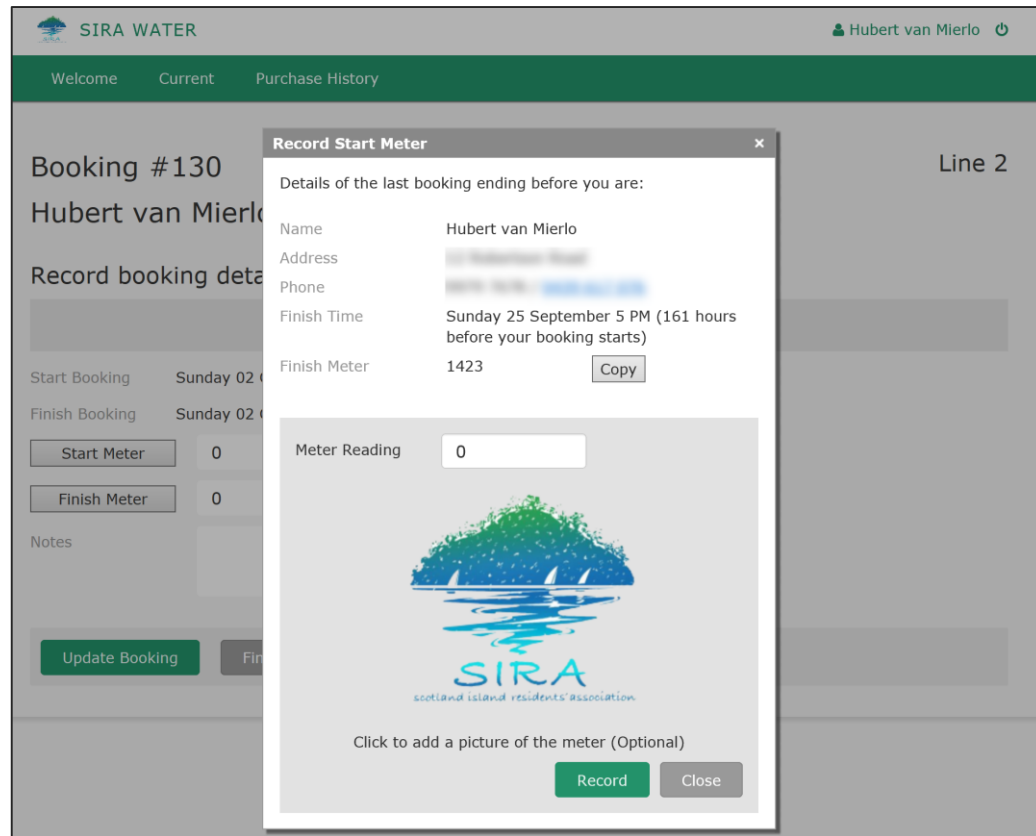
The start and finish meter readings can be recorded.

Optionally:

1. If the previous' booking finish meter or next booking's start meter is already recorded, this can be 'copied' over with one click.
2. A photo can be added when using a phone connected to the internet. This can increase the certainty of the reading being correct.

The recording screens also provide details of the adjacent bookings.

The recording process is completed by clicking 'Finish Recording' and an automatic email is sent to the Water Monitor.



View Invoices


Customers can view unpaid invoices from the 'Current Screen', or the Booking details Screen.

Paid invoices can be viewed from the 'Booking Details' opened via the 'Purchase History Screen'.

The plan is to build in the possibility to pay directly from the system using the PayPal payment gateway.

SIRA WATER Hubert van Mierlo

Welcome Current Purchase History

 Close

SIRA Emergency Non-Potable Water
Invoice No. 42
Invoice for booking No.120 on 03-10-2016 via Line 2

Status: **Paid**
To: Hubert van Mierlo
Address:
Invoice Date: 27-09-2016
Payment Due by: 04-10-2016
Meter Reading: 1423-1425 (2 Kilolitres)

Charges

Description	Quantity	Unit Price	Amount
Water Purchased (1000 litres)	2	\$ 5.00	\$ 10.00
Booking Fee	1	\$ 10.00	\$ 10.00

Total Due: \$ 20.00

Please pay the outstanding amount by the **due date shown above**. As per emergency Water Guidelines, there is a **late payment fee of \$10**.

Direct Debit Details

St George Bank BSB 112-879 Account 421828033, Scotland Island Residents' Association

Scotland Island Residents' Association
P.O. Box 70, Church Point, NSW, 2105
ABN 19 163 341 913
Website: <http://sira.org.au>
Account Enquiries: treasurer@sira.org.au

WATER MONITOR TASKS

Administering water sales with ease

Screens available to the Water Monitors

Dashboard

- Monthly summary of sales
- Lists with action items, such as bookings to be invoiced.

Customers

- Customer database and the starting point to create bookings for customers

Bookings

- Database of all bookings past and present
- Manage bookings from here

Invoices

- Gives access to all invoices

Payments

- All Payments made with totals per month or any chosen time period

The screenshot displays the SIRA Water Admin interface. At the top, there is a navigation bar with the SIRA logo and the text 'SIRA WATER ADMIN'. On the right side of the navigation bar, the user is identified as 'SIRA Treasurer'. Below the navigation bar, there are tabs for 'Dashboard', 'Customers', 'Bookings', 'Invoices', and 'Payments'. The 'Dashboard' tab is currently selected. The main content area is titled 'Dashboard' and shows a summary for the month of August 2016. It includes navigation buttons for 'Prev' and 'Next', and a note that the dates are based on the 'start date of booking'. There are two tables displayed. The first table shows a summary of water lines with columns for 'Water Line', 'Total Invoiced', 'Water Sold (Kilolitre)', and 'Payments Received'. The second table shows a summary of water booked with columns for 'Water Line' and 'Water Booked (Kilolitre)'.

Water Line	Total Invoiced	Water Sold (Kilolitre)	Payments Received
Line 1	\$ 8,606.98	667	\$ 1,769.33
Line 2	\$ 360.00	68	\$ 180.00
Line 3	\$ 250.00	46	\$ 125.00

Water Line	Water Booked (Kilolitre)
Line 1	190
Line 2	2,951
Line 3	79

Dashboard

Upcoming Bookings

- List of bookings in the next 7 days

Bookings to be recorded

- Bookings that should have their meter readings recorded in relation to their finish times

Bookings to be invoiced

Overdue Invoices

Other Outstanding Invoices

All lists can be filtered for a single waterline by selecting the waterline in the drop down box at the top.

All lists can be searched for a customer name or email address.

Actionable Items

All Lines

Upcoming Bookings

Booking	Start Time	Finish Time	Duration	Water Line	Date
130 - Hubert van Mierlo 02 October	10:00:00	17:00:00	7	Line 2	02 October
120 - Hubert van Mierlo 03 October	01:00:00	03:00:00	2	Line 2	03 October
122 - [Redacted] 03 October					
129 - Boyd Attewell 04 October					
128 - Hubert van Mierlo 09 October					

Bookings to be recorded

Booking	Start Time	Finish Time	Duration	Water Line	Date
10 - [Redacted] 17 August					
12 - [Redacted] 17 August					

Bookings to be Invoiced

Booking	Start Time	Finish Time	Duration	Water Line	Date
12 - [Redacted] 17 August	11:00:00	15:00:00	4	Line 1	17 August
23 - [Redacted] 26 August	01:00:00	03:00:00	2	Line 2	26 August
56 - [Redacted] 26 August	10:00:00	22:00:00	12	Line 1	26 August
75 - [Redacted] 30 August	18:00:00	06:00:00	12	Line 3	30 August
113 - Hubert van Mierlo 25 September	10:00:00	17:00:00	7	Line 2	25 September
129 - Boyd Attewell 04 October	19:00:00	01:00:00	6	Line 3	04 October

Overdue Invoices

Invoice	Booking	Status	Water Line	Date Due	Total Amount
9 - [Redacted]	56	Partial	Line 1	2 Sep (4 weeks ago)	\$ 170.00
23 - [Redacted]	56	Sent	Line 1	10 Sep (3 weeks ago)	\$ 10.00
27 - [Redacted]	63	Sent	Line 3	11 Sep (3 weeks ago)	\$ 115.00
35 - [Redacted]	27	Sent	Line 2	28 Sep (4 days ago)	\$ 50.00
40 - Hubert van Mierlo	110	Sent	Line 2	30 Sep (2 days ago)	\$ 10.00

Other Outstanding Invoices

Invoice	Booking	Status	Water Line	Date Due	Total Amount
41 - [Redacted]	110	Sent	Line 1	4 Oct (in 2 days)	\$ 160.00
44 - Boyd Attewell	110	Sent	Line 3	8 Oct (in 6 days)	\$ 60.00

Customers

This screen contains a list with all the customers. Can be filtered by water line, or searched by name.

Customers with the 'Book' button visible are eligible for purchasing waters, others are not. Pressing this button will open the 'New Booking' screen.

The list can be downloaded into an Microsoft Excel Spreadsheet.

The Customer Details screen is similar to the Current screen for customer users, there is a message that shows eligibility and lists current water bookings and invoices.

Name	Address	Line	e-Mail
[Redacted]	81 Richard Road	Line 1	[Redacted]
[Redacted]	133 Thompson Street	Line 2	[Redacted]
[Redacted]	69 Richard Road	Line 1	[Redacted]
[Redacted]	34 Robertson Road	Line 2	[Redacted]
[Redacted]	71 Florence Terrace	Line 1	[Redacted]

Alan Garner Line 1

Eligible to purchase water

New Water Booking Go Back

Address	[Redacted]	Date Agreement	10-07-2015	View Agreement
e-Mail	[Redacted]	Completed		
Mobile	[Redacted]	Membership Status	Active	
Phone	[Redacted]	Membership Enabled	Yes	

Current Water Bookings

Day	Start Time	Finish Time	Duration	Start Meter	Finish Meter
79 - 1 Sep (New)	3 AM	12 PM	9	0	0
87 - 1 Sep (New)	12 AM	3 AM	3	0	0

Open Invoices

Invoice - Due Date	Invoice Status	Booking	Total Amount
No invoices to show...			

Bookings

This screen contains a list with all the bookings. Can be filtered by water line, booking status, or searched by name. By default the current month is shown, but different months can be selected, or any time period.

The list can be downloaded into a MS Excel Spreadsheet

Cancelled bookings can be deleted from this screen.

Bookings can be opened from this screen, note the related invoices listed.

Booking	Start Time	Finish Time	Duration	Status	Water Line	Date	Action
10 - [blurred]	03:00:00	06:00:00	3	Started	Line 2	17 August	
11 - [blurred]	06:00:00	12:00:00	6	Invoiced	Line 2	17 August	
12 - [blurred]	11:00:00	15:00:00	4	Finished	Line 1	17 August	
8 - [blurred]	18:00:00	19:00:00	1	Paid	Line 2	17 August	
17 - [blurred]	20:00:00	02:00:00	6	Paid	Line 1	17 August	

Invoice - Due Date	Invoice Status	Total Amount
28 - 11 Sep (3 weeks ago)	Paid	\$ 65.00
29 - 11 Sep (3 weeks ago)	Paid	\$ 10.00

Create and Send Invoice

In the booking screen of a booking with Status 'Finished' the Water Monitor clicks the 'Create Invoice' button. A draft invoice is created automatically and displayed on-screen.

Optionally (expect it to be rarely needed):

- Additional invoice lines can be created
- Existing invoice lines can be edited.

SIRA WATER ADMIN SIRA Treasurer

Dashboard Customers Bookings Invoices Payments

Booking #129 Line 3
Boyd Attewell

Status: Finished View Invoice(s)

Start Booking Tuesday 04 October 7 PM
Finish Booking Wednesday 05 October 1 AM 6 hour(s)

Start Meter 1065
Finish Meter 1075

Notes

Update Booking Create Invoice Edit Recording Go Back

Customer Boyd Attewell
Address
e-Mail
Mobile
Phone

SIRA WATER ADMIN SIRA Treasurer

Dashboard Customers Bookings Invoices Payments

Invoice 45 Line 3
Boyd Attewell

Booking 129 Date Due 09-10-2016
Status Draft
Address

Description	Quantity	Unit Price	Amount
Water Purchased (1000 litres)	10	\$ 5.00	\$ 50.00
Booking Fee	1	\$ 10.00	\$ 10.00

+ Add Invoice Line

Total Amount: \$ 60.00

Send Save as Draft Void Go Back

Send a copy to: treasurer@sira.org.au

The 'Send' button can be pressed and the invoice is emailed automatically to the customer (optional copy to the water monitor).

Invoice can be 'Voided' as well, which means it will be discarded.

Charge Late Payment Fee

When an invoice is overdue, the Water Monitor can create a late payment invoice by clicking 'Charge Late Fee'.

A new draft invoice is created and can be sent to the customer by clicking 'Send'.

The screenshot shows the SIRA Water Admin interface for Invoice 35. The header includes the SIRA logo and 'SIRA WATER ADMIN' with a user profile for 'SIRA Treasurer'. A navigation bar contains 'Dashboard', 'Customers', 'Bookings', 'Invoices', and 'Payments'. The main content area displays 'Invoice 35' for 'Erinosa Collins' (Line 2). It shows 'Booking 27' with a 'Status' of 'Sent' and a 'Date Due' of '28-09-2016'. An address is partially visible. A green button labeled 'Charge Late Fee *' is positioned to the right of the address. Below this is a table with the following data:

Description	Quantity	Unit Price	Amount
Water Purchased (1000 litres)	8	\$ 5.00	\$ 40.00
Booking Fee	1	\$ 10.00	\$ 10.00

The total amount is \$ 50.00. At the bottom, there are buttons for 'Send', 'Revert to Draft', 'Void', 'Register Payment', and 'Go Back'. A checkbox for 'Send a copy to: treasurer@sira.org.au' is also present.

The screenshot shows the SIRA Water Admin interface for Invoice 46. The header includes the SIRA logo and 'SIRA WATER ADMIN' with a user profile for 'SIRA Treasurer'. A navigation bar contains 'Dashboard', 'Customers', 'Bookings', 'Invoices', and 'Payments'. The main content area displays 'Invoice 46' for 'Erinosa Collins' (Line 2). It shows 'Booking 27' with a 'Status' of 'Draft' and a 'Date Due' of '09-10-2016'. An address is partially visible. Below this is a table with the following data:

Description	Quantity	Unit Price	Amount
Late Payment Fee	1	\$ 10.00	\$ 10.00

The total amount is \$ 10.00. At the bottom, there are buttons for 'Send', 'Save as Draft', 'Void', and 'Go Back'. A checkbox for 'Send a copy to: treasurer@sira.org.au' is also present.

Register Payments

The Water Monitor receives payments in cash or by cheque or checks the bank account for EFT payments. After this he/she can register the payment. This can be a partial payment. In most cases, selecting the payment method and clicking 'Paid in Full' will suffice. The system will automatically send a

receipt to the customer and optionally to the Water Monitor.

Payment methods that can be selected are: EFT, Cheque via water Monitor, Cheque via P.O. Box and Cash.

The screenshot shows the SIRA Water Admin interface. A modal window titled "Register Payment" is open over an invoice for "Invoice 35". The modal displays the following information:

- Total Outstanding: \$ 50.00
- Payment: Select Payment Method (dropdown)
- Date: 02-10-2016
- Buttons: Cancel, Paid in Full, Save
- Options: Send Receipt, Send a copy to: treasurer@sira.org.au

The background invoice shows a table with the following items:

Description	Unit Price	Amount
Water Purchased (1000 litres)	\$ 5.00	\$ 40.00
Booking Fee	\$ 10.00	\$ 10.00
		Total Amount: \$ 50.00

This is a close-up of the "Register Payment" modal window. It shows the following details:

- Total Outstanding: \$ 50.00
- Payment: EFT (dropdown)
- Account: St. George SIRA Emergency Water (dropdown)
- Date: 02-10-2016
- Table of items:

Status	Account	Description	Amount	Paid	New
Open	4-0202	Water Purchased (1000 litres)	\$ 40.00	\$ 0.00	40
Open	4-0212	Booking Fee	\$ 10.00	\$ 0.00	10

- Buttons: Cancel, Paid in Full, Save
- Options: Send Receipt, Send a copy to: treasurer@sira.org.au

Payments (also Partial)

If a payment is Partial, the invoice status will not be 'Paid' but 'Partial'. The screen indicates the outstanding amount. Note that payments are listed at the bottom of the invoice screen. For an example of the invoice email, in this case a partial receipt, see the screenshot on the left.

SIRA WATER ADMIN SIRA Treasurer

Dashboard Customers Bookings Invoices Payments

Invoice 35 Line 2

Booking **27** Date Due **28-09-2016**

Status **Partial**

Address Charge Late Fee *

Description	Quantity	Unit Price	Amount	Paid	Outstanding
Water Purchased (1000 litres)	8	\$ 5.00	\$ 40.00	\$ 40.00	\$ 0.00
Booking Fee	1	\$ 10.00	\$ 10.00	\$ 0.00	\$ 10.00

Total Amount: \$ 50.00
Paid: \$ 40.00
Outstanding: \$ 10.00

[Send](#) [Register Payment](#) [Re-Send Receipt](#) [Go Back](#)

Send a copy to: treasurer@sira.org.au


Payments

Payment	Account	Bank Account	Payment Method	Amount
2016-10-02	4-0202	St. George SIRA Emergency Water	Cheque via PO box	\$ 40.00

Reply all | Delete | Junk | ...

SIRA Water Purchase Receipt for Invoice no. 35

SIRA Secretary <secretary@sira.org.au>
Today, 4:30 PM
Hubert van Mierlo



SIRA Emergency Non-Potable Water Receipt for Invoice No. 35

Many thanks for your payment for booking No.27 on 19-08-2016 via Line 2

To: [Redacted]
Address: [Redacted]
Invoice Date: 21-09-2016
Payment Due by: 28-09-2016
Meter Reading: 1361-1369 (8 Kilolitres)

Charges

Description	Quantity	Unit Price	Amount	Amount Paid	Outstanding
Water Purchased (1000 litres)	8	\$ 5.00	\$ 40.00	\$ 40.00	\$ 0.00
Booking Fee	1	\$ 10.00	\$ 10.00	\$ 0.00	\$ 10.00

Invoiced Amount: \$ 50.00
Paid Amount: \$ 40.00
Outstanding Amount: \$ 10.00

Payments Received

Payment Date	Payment Method Descr	Amount
02-10-2016	Cheque via PO box	\$ 40.00

Please pay the outstanding amount by the due date shown above. As per emergency Water Guidelines, **there is a late payment fee of \$10.**

Direct Debit Details:
St George Bank BSB 112-879 Account 421828033, Scotland Island Residents' Association

Scotland Island Residents' Association
P.O. Box 70, Church Point, NSW, 2105
ABN 19 163 341 913
Website: <http://sira.org.au>
Account Enquiries: treasurer@sira.org.au

Sent from an application built with [OutSystems Platform](#)

Invoices

This screen contains a list with all the invoices. Can be filtered by water line, invoice status, or searched by name or email. By default the current month is shown, but different months can be selected, or any time period.

The list can be downloaded into a MS Excel Spreadsheet

Invoices and bookings can be opened from this screen.

SIRA WATER ADMIN Hubert van Mierlo

Dashboard Customers Bookings **Invoices** Payments

Invoices Download Data

Prev Sep 2016 Next 01-09-2016 30-09-2016 Dates are **start date of booking**

All Lines All Status Name or Email Search Reset

Invoice	Booking	Status	Water Line	Date Due	Total Amount
41 - [redacted]	81	Sent	Line 1	4 Oct (in 2 days)	\$ 160.00
33 - Hubert van Mierlo	110	Voided	Line 2	27 Sep (5 days ago)	\$ 160.00
34 - Hubert van Mierlo	110	Voided	Line 2	27 Sep (5 days ago)	\$ 160.00
39 - Hubert van Mierlo	110	Paid	Line 2	30 Sep (2 days ago)	\$ 60.00
40 - Hubert van Mierlo	110	Sent	Line 2	30 Sep (2 days ago)	\$ 10.00
44 - Boyd Attewell	112	Sent	Line 3	8 Oct (in 6 days)	\$ 60.00
43 - Hubert van Mierlo	113	Voided	Line 2	4 Oct (in 2 days)	\$ 25.00

7 records

Payments

This screen contains a list with all the payments. Can be filtered by water line or searched by name or email. By default the current month is shown, but different months can be selected, or any time period.

The list can be downloaded into a MS Excel Spreadsheet

Invoices, bookings and customer details can be opened from this screen.

At the top of the screen a summary of payments by payment method is shown to make it easier to check the reconciliation of the various payment methods,

SIRA WATER ADMIN Hubert van Mierlo

Dashboard Customers Bookings Invoices **Payments**

Payments Download Data

Prev Aug 2016 Next 01-08-2016 31-08-2016 Dates are **start date of booking**

	Amount
Line 1 EFT	\$ 1,359.33
Line 1 Cash to Water Monitor	\$ 155.00
Line 1 Cash via PO box	\$ 16.60
Line 1 Cheque via Water Monitor	\$ 38.00
Line 1 Cheque via PO box	\$ 200.40
Line 2 EFT	\$ 180.00
Line 2 Cheque via PO box	\$ 40.00
Line 3 EFT	\$ 125.00

All Lines Search Reset

Payment Date	Invoice	Booking	Account	Payment Method	Bank Account	Customer	Waterline	Amount
31-08-2016	11	15	4-0201	EFT	St. George SIRA Emergency Water	[Link]	Line 1	\$ 100.00
03-09-2016	11	15	4-0201	Cash to Water Monitor	St. George SIRA Emergency Water	[Link]	Line 1	\$ 10.00
03-09-2016	11	15	4-0201	EFT	St. George SIRA Main	[Link]	Line 1	\$ 5.00
04-09-2016	28	17	4-0201	EFT	St. George SIRA Emergency Water	[Link]	Line 1	\$ 55.00
02-09-2016	17	26	4-0201	Cash to Water	St. George SIRA	[Link]	Line 1	\$ 15.00

Implementation Proposal

The proposal is to implement the system in a few steps to ensure a smooth transition. The steps are:

- User Test period. A number of users participate in testing all scenarios. The scenarios are given to the users who act as both customers and water monitor. They can also make up their own scenarios. The system is adjusted where needed.
- Limited trial. One water monitor starts using the system as if the system is live. No customers access the system at this point. Any issues are resolved before the next phase.
- Extended trial. One or two water monitor use the system and a number of customers participate. Any issues are resolved before the next phase.
- Go live. All water monitors use the system for all bookings. Customers are invited to start using the system. Not all will but we hope that over time more and more customers will start using the self-service functions.