

Total Consumer Management System (TCMS)

To generate and automate customer-related functions from new service application to service request, customer account query and material costing.

•New Connection

- ✓ Service Application and Construction Order
- ✓ Materials cost Estimates
- ✓ Service Request and Job Order Maintenance Form
- ✓ Electronic Approval for SR/JO Maintenance Form
- ✓ Water Connection Contract
- ✓ List of Water Connection Applications
 - a) For the Month
 - b) YTD
- ✓ List of New Connection Installed
 - a) For the Month
 - b) YTD
- ✓ List of Application not yet installed
 - a) No inspection conducted
 - b) No requirements submitted
 - c) No payments made
 - d) Delayed in installation
- ✓ Variance Analysis bet. Estimated and Actual Materials used for Service Connections
- ✓ List of Disapproved Applications & Reasons for Disapproval

• Service Request / Job Order Main

- ✓ Service Request / Job Order Maintenance Form
- ✓ Electronic Approval for SR/Jo Maintenance Form
- ✓ Summary for Materials used
- ✓ List of Complaints Received
 - a. For the day
 - b. For the month
 - c. YTD

Classified as

 - Leak
 - No Water
 - Dirty Water
 - Low/high Pressure
 - Re-reading
- ✓ List of accomplished maintenance order
 - a. For the day
 - b. For the month
 - c. YTD

Classified as

 - Leak
 - No Water
 - Dirty Water
 - Low/high Pressure
 - Re-reading
- ✓ List of Pending/Unattended Service Request/Job Order Form
- ✓ Aging of Pending / Unattended Service Request / Job Order
- ✓ Comparative Report of Service Request
- ✓ Report on Total Service Request Performed by Area by Team

DIGITAL DATA CORPORATION

MAIN OFFICE

50A Malakas Street, Brgy. Pinyahan, Quezon City
 Tel. Nos : (632) 4354300, 7382160
 Telefax: (632) 9284942
 Mobile: Globe +63917-5541896 / Sun - +63922 8173414
 Email: sales@digitaldata.ph
 Website: www.digitaldata.ph

MINDANAO OFFICE

2nd Blk., Villanueva Subdivision, Kidapawan City.
 Tel. No.: (02) 697-5392
 Mobile: Smart +639192657928 / Sun +639323373068

SOUTHERN LUZON OFFICE

Galver Bldg. Executive Village Tugos, Sorsogon City
 Mobile: Smart +639219909813 / Sun +639332515119

