



# INTRODUCING OUR ONLINE INDIGENT MANAGEMENT SOLUTION



## What is Indigent Management?

Local Municipalities, are obligated to create and implement an Indigent Support Programme, to assist qualifying low-income households, by subsidising essential municipal services, such as water, electricity, sewerage etc. DebtPack, through its Online Indigent Management Solution, enables Municipalities to effectively execute the support programme transparently and within their Policy guidelines.

1

OUR SOLUTION IS TAILORED SPECIFICALLY TO YOUR POLICY REQUIREMENTS.

2

IT IS ONLINE, PAPERLESS AND FULLY AUDITABLE.

3

APPLICATIONS CAN BE DONE VIA A WEB PORTAL AT YOUR LOCAL OFFICES OR USING A MOBILE DEVICE WHILST VISITING YOUR CONSUMER AT HOME.

4

COMPREHENSIVE TRAINING MANUAL PROVIDED FOR EACH USER

### Some of our Valued Customers:



*Introducing the future...*

## Why Choose Our System?

- 1** We recognise the **financial struggles** faced by many households due to unemployment, low wages, or reliance on social grants and the pressures on local government to provide the needed support.
- 2** We are **local and trusted within local government.**
- 3** Our software is **cutting edge** and **fully integrated.**
- 4** Configured to meet **your Policy Requirements.**

# HOW TO MANAGE THE INDIGENT PROCESS FROM START TO FINISH:

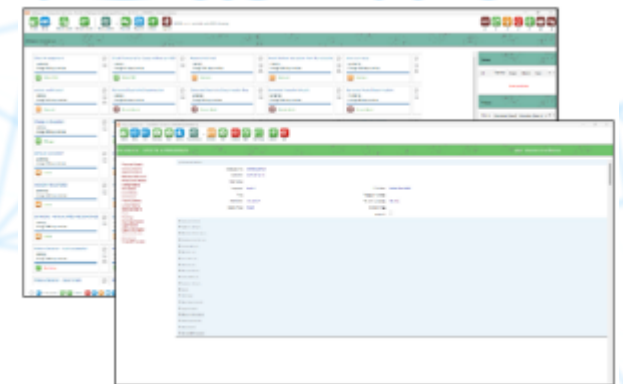
## Introduction

Recent back-end integration advances allow **Debtpack Enterprise** to seamlessly connect with front-end management systems. This enables it to manage the Indigent application process via an external web solution and integrate with the **DebtpackMuni** mobile app—creating a comprehensive, one-stop **Indigent Management Tool.**



## Debtpack Enterprise

**Debtpack Enterprise** is a fully integrated debt collection and advanced revenue management software solution that caters for the full scope of debt collection related activities and transparent reporting in South Africa. Fully MSCOA compliant. Debtpack Enterprise integrates with various 3<sup>rd</sup> party billing / financial software packages, as well as to a standard Excel / CSV file, making loading of account information and updating of receipts an easy process. Debtpack Enterprise also includes workflows specific to the Indigent Management and related activities.



## Remote Solutions for Debtpack

With API integration in Ver.9, Debtpack Enterprise seamlessly connects with the **Remote Solutions for Debtpack** webform. Accessible from any internet-enabled browser, this Indigent-specific webform captures applicant information, scans and uploads supporting documents, and transfers them to Debtpack Enterprise for vetting and approval.



Your comprehensive, one-stop Indigent management solution by Debtpack.

## DebtpackMuni Mobile Application

Working with Debtpack Enterprise, the **DebtpackMuni** app supports field workers, management, and stakeholders in auditing as part of the Indigent vetting process. Based on municipal requirements, Debtpack Enterprise sends job requests to DebtpackMuni for completion with specified information. Photos are attached as proof of completion. The app is accessible from any internet-enabled Android device.



*complexity made simple*

**PLACING HOPE IN THE HANDS OF THOSE WHO NEED IT MOST**



[www.debtpack.com](http://www.debtpack.com)



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