1.1 Bulk SMS module

This module is used to generate and send SMS's to users containing information in the WAS database. Apart from single SMS's that can be captured manually, templates can be created which can be used repeatedly to generate bulk SMS's for specific target groups. A range of filters, groups and flags are available to manipulate the list of SMS's to be sent. A maximum of five cell phone numbers captured as part of the address information are used by default. The user can choose to receive an SMS in English or Afrikaans and the preferred language setting can be changed in the user setup information.
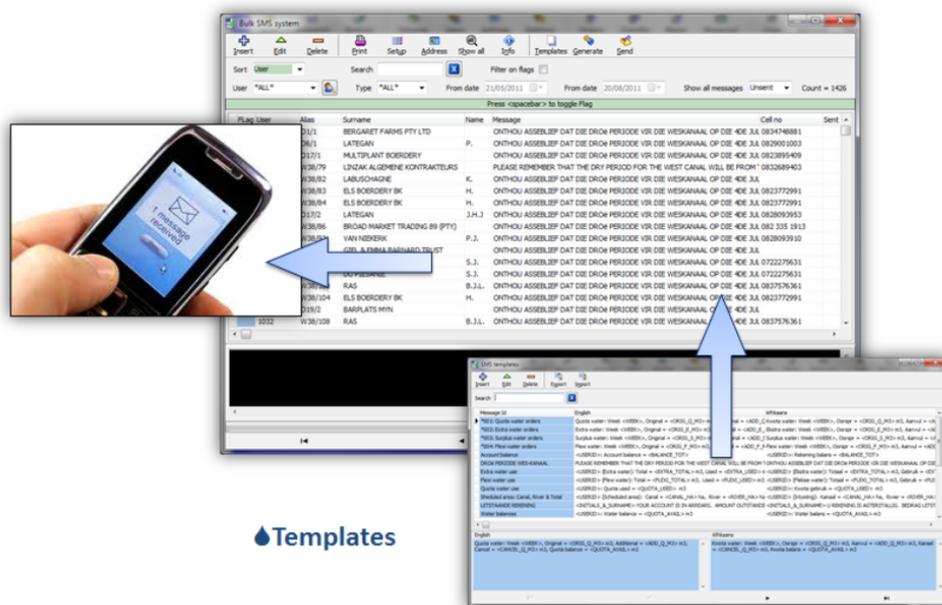

Figure 1.1: SMS generation options

SMS's can be generated using a number of different options as shown in Figure 1.2 below.

Templates with embedded keywords

A total number of 71 keywords are available which can be used to embed into an SMS-template. There is no limitation to the number of templates
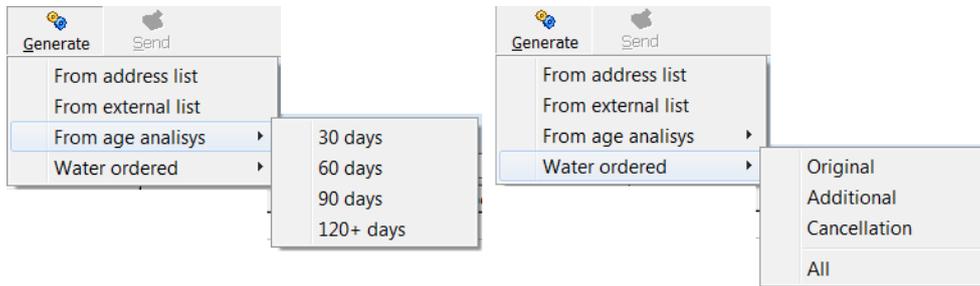
Figure 1.2: SMS generation options

that can be created. The keywords are place holders of information that is automatically extracted from the WAS database and inserted into a SMS. Fixed templates include notifications of water ordered and outstanding debit accounting balances that links to selected time periods on the age analysis.

- **<WEEK>**: Default week selected.

- **<DATE>**: Current date.

- **<USERID>**: User id.

- **<WATERYEAR>**: Default water year selected.

- **<INITIALS_&_SURNAME>**: Initials and surname.

- **<ADDRESS_LINE1>**: Address line 1.

- **<ADDRESS_LINE2>**: Address line 2.

- **<ADDRESS_LINE3>**: Address line 3.

- **<ADDRESS_STAD>**: City.

- **<ADDRESS_POSKODE>**: Postal code.

- **<ADDRESS_TELNR>**: Telephone number.

- **<ADDRESS_FAXNR>**: Fax number.

- **<ADDRESS_EMAIL>**: E-mail.

- **<WATERWARD>**: Water ward.

- **<ELECTIONWARD>**: Election ward.

- <**VAT_NUMBER**>: VAT number.

- <**QUOTA_M3/HA**>: Quota allocation in m^3 /ha.

- <**MAR**>: Maximum abstraction right (m^3/hour).

- <**MAR_WEEK**>: Maximum abstraction flow rate (m^3/hour) for the specific week.

- <**CANAL_HA**>: Scheduled area (ha) from canal.

- <**RIVER_HA**>: Scheduled area (ha) from river.

- <**TOTAL_HA**>: Total scheduled area (ha).

- <**INDUSTRIAL_QUOTA**>: Industrial quota allocation (m^3).

- <**INDUSTRIAL_FREE**>: Free industrial volume (m^3).

- <**WINTER_M3**>: Winter volume allocated (m^3).

- <**SUMMER_M3**>: Summer volume allocated (m^3).

- <**OTHER_M3**>: Other volume allocated (m^3).

- <**QUOTA_TOTAL**>: Quota water allocated (m^3).

- <**QUOTA_USED**>: Quota water used (m^3).

- <**QUOTA_AVAIL**>: Quota water available (m^3).

- <**QUOTA_%USED**>: Percentage of quota water used.

- <**QUOTA_%AVAIL**>: Percentage of quota water available.

- <**EXTRA_TOTAL**>: Extra water allocated (m^3).

- <**EXTRA_USED**>: Extra water used (m^3).

- <**EXTRA_AVAIL**>: Extra water available (m^3).

- <**EXTRA_%USED**>: Percentage of extra water used.

- <**EXTRA_%AVAIL**>: Percentage of extra water available.

- <**SURPLUS_TOTAL**>: Surplus water allocated (m^3).

- <**SURPLUS_USED**>: Surplus water used (m^3).

- <**SURPLUS_AVAIL**>: Surplus water available (m^3).

- <**SURPLUS_%USED**>: Percentage of surplus water used.

- <**SURPLUS_%AVAIL**>: Percentage of surplus water available.

- <**FLEXI_TOTAL**>: Flexi water allocated (m^3).

- <**FLEXI_USED**>: Flexi water used (m^3).

- <**FLEXI_AVAIL**>: Flexi water available (m^3).

- <**FLEXI_%USED**>: Percentage of flexi water used.

- <**FLEXI_%AVAIL**>: Percentage of flexi water available.

- <**ORIG_Q_M3**>: Original quota water ordered (m^3).

- <**ADD_Q_M3**>: Additional quota water ordered (m^3).

- <**CANCEL_Q_M3**>: Quota water cancelled (m^3).

- <**METER_Q_M3**>: Quota water used from meter readings (m^3).

- <**ORIG_E_M3**>: Original extra water ordered (m^3).

- <**ADD_E_M3**>: Additional extra water ordered (m^3).

- <**CANCEL_E_M3**>: Extra water cancelled (m^3).

- <**METER_E_M3**>: Extra water used from meter readings (m^3).

- <**ORIG_S_M3**>: Original surplus water ordered (m^3).

- <**ADD_S_M3**>: Additional surplus water ordered (m^3).

- <**CANCEL_S_M3**>: Surplus water cancelled (m^3).

- <**METER_S_M3**>: Surplus water used from meter readings (m^3).

- <**ORIG_F_M3**>: Original flexi water ordered (m^3).

- <**ADD_F_M3**>: Additional flexi water ordered (m^3).

- <**CANCEL_F_M3**>: Flexi water cancelled (m^3).

- <**METER_F_M3**>: Flexi water used from meter readings (m^3).

- <**DOMESTICMETER**>: Domestic water volume (m^3).

- <**TRANSFER_FROM**>: Volume transferred from (m^3).

- <**TRANSFER_TO**>: Volume transferred to (m^3).

- <**BALANCE_120+**>: 120+ days outstanding balance.

- <**BALANCE_90**>: 90 days outstanding balance.

- <**BALANCE_60**>: 60 days outstanding balance.

- <**BALANCE_30**>: 30 days outstanding balance.

- <**BALANCE_H**>: Current outstanding balance.

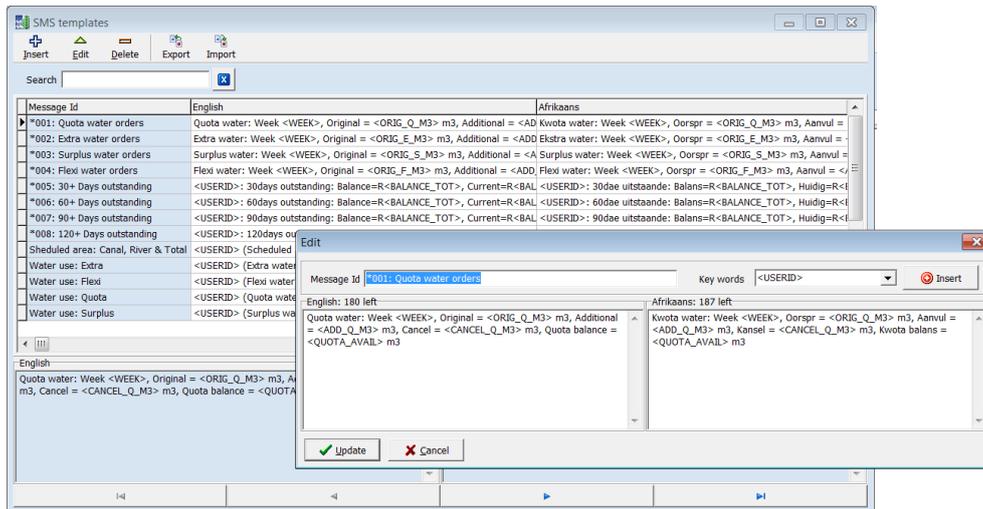- <**BALANCE_TOT**>: Total outstanding balance.

Figure 1.3: An example of a SMS-template with embedded keywords

External list

An external list can be created for contacts that are not included in the WAS database. The manipulation of this list is very flexible in terms of its flagging, searching and grouping functionality.
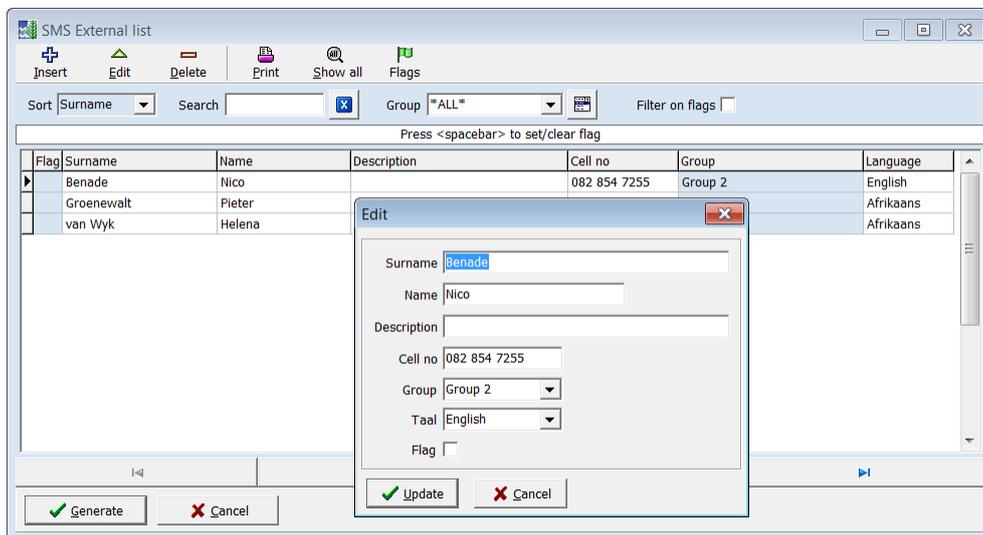
Figure 1.4: SMS external list form