

Pastel Evolution Training

[Pastel Evolution Municipal Billing]

This comprehensive training course covers the Pastel Evolution Municipal Billing add-on module.

[Entrance Requirements]

Learners need to meet the following prerequisites before attending this course:

1. Bookkeeping NQF Level 3 qualification or Standard 8/Grade 10 Bookkeeping
2. Computer Literacy at NQF Level 3 or Standard 8/Grade 10 Computer Literacy
3. Mathematical Literacy or Standard 8/Grade 10 Mathematics
4. Pastel Evolution Practitioner Course (Module 1)
5. Pastel Evolution Installation Technician Course (Module 2)
6. Pastel Evolution Point of Sale Course, or the Pastel Evolution Product Consultant Course (Module 3)

If you are not yet competent in the required prerequisites, you must first complete the relevant courses before enrolling for this course. It is essential that the course prerequisites are met so as to avoid being asked to leave and the course fees being forfeited.

[Industry Requirements]

You will also need to meet the following industry specific prerequisites before attending this course.

You need to have an understanding of:

1. the MFMA (Municipal Finance Management Act) and PFMA (Public Finance Management Act) Acts
2. the Section 71 and GRAP
3. the Property Act and Indigent Policy
4. the IDP (Integrated Development Plan) and MIG (Municipal Infrastructure Grant) within municipalities
5. the Procurement processes within municipalities
6. the Asset Management within municipalities
7. the tariff policies that are required to be implemented at Municipalities, which includes:
 - a. Knowledge of how the billing processes are done within municipalities
 - b. The set-up of different tariff rates
8. the Municipal Manager and CFO roles
9. the Infrastructure to support the municipalities in terms of:
 - a. Accounting & reporting resource/s
 - b. Billing resource/s
 - c. SLA requirements
 - d. Remote support

For more information regarding the selective criteria, please contact the Pastel Evolution Team.

[Target Learners]

If you are a municipality employee, this course is for you.

[Training]

This is a two day (12 hour) course.

[Delivery Methods]

The delivery methods include:

- Facilitated workshops
- Onsite training

[Assessments]

The assessment forms part of the course and will take place on the last day. If you wish to write the assessment on a different day, the following conditions will apply:

- The assessment must be written within 30 days of attending the course
- An additional assessment fee will be charged
- You will need to make arrangements with an Authorised Training Centre to allocate time for the assessment

[Course Outline]

This course will teach you how to setup your different master file requirements, which include:

- Municipal categories
- Regions
- Sub regions
- Area types
- Areas
- Meter readers
- Meter types
- Meters
- Failure reasons
- Properties
- Wards
- Walks
- Rate tariffs
- Service groups
- Services
- Subsidies

You will be taught how to process and manage billing processes in a municipal environment.

Different municipal structures will be discussed, emphasising the fact that this Pastel Evolution add-on module is flexible and easy to use.

Detailed billing and receipting transactions as well as reporting functions will also be discussed.

A brief overview on how these transactions are filtered through to Pastel Evolution will be explained.

[Book Pastel Training online]

To book online please ensure that you have your ID number, Pastel serial number and customer/pin number ready. If you are not currently a Pastel user, all you need is your ID number.

Step 1

Visit www.pastel.co.za and select the **Book Training** button on the homepage. Select "**Search for Training Event**".

Step 2

You will be prompted to select an **event type** or course. Select the event you want to attend from the drop down menu.

Step 3

Select the **area** in which you would like to attend training, and then select the **Search** button. A list of possible dates and venues will display.

Step 4

Select the **area and date combination** that is most convenient for you to attend training. A brief overview of the course with confirmation of price, availability and the venue will then be shown prior to you actually booking. You may now elect to book or to go back and select another event or a different venue.

Step 5

If you are happy with your event, area and date, go to the **Book for event** box at the bottom of the page. Enter your ID number, Pastel serial number and customer/pin number.

Step 6

You are now required to enter your **personal details**, including your reasons for attending the course and any food requirements you may have. On completion of this section you must submit your provisional booking. A pro-forma invoice will be generated, giving you a unique TRA booking number.

Step 7

You have 2 days in which to **make payment** for this course and to send the proof of payment to Pastel. Fax numbers for our branches are as follows: Johannesburg +27 11 304 3671; Cape Town +27 21 680 9090; Durban +27 31 537 7101. When sending through your proof of payment, please quote your **unique TRA booking number**.

Step 8

Once payment has been confirmed, you will receive your course confirmation and a map to the selected training event. Should you wish to confirm your booking later, please return to www.pastel.co.za, select the **Book Training** option and then select the **Confirm Booking/Event** button. By entering either your ID number OR unique TRA Number you will be able to verify the details of your booked event, the status of your payment, view your invoice and reprint your map.

[Contact the Pastel Training Team]

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