KALIWEB SYSTEM

Field Service & Ticketing System

Water & Plumbing Companies

Business guide — step by step, with screenshots
How your team works with KALIWEB SYSTEM every day

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1. KALIWEB SYSTEM for water & plumbing companies

For water service providers, community water projects, estates and plumbing contractors: new connections, leaks and bursts, your pipes and valves on the map, meters read on the phone, water bills per m³ sent by SMS, and reminders that bring the money in.

This guide walks you through how a water & plumbing company runs its day on KALIWEB SYSTEM: from the first call of a customer to the money in your account. Every step is shown with the screens your team will use. Kaliweb Systems sets the system up with you, trains your team and stays on WhatsApp and phone for support.

1.1 Before and after

Today	With KALIWEB SYSTEM
Meter readings written in a book and typed in later — with mistakes	Readers enter readings on the phone with a photo of the dial and GPS
Bills calculated by hand every month	Bills per m³ from the readings with your tariff bands, sent by SMS with a pay link
Nobody knows exactly where the pipes, valves and chambers are	Mains, sub pipes, valves and junction boxes on the map with sizes and photos
A valve is closed for a repair and the office does not know who is affected	Close the valve on the map: everyone after it shows "no supply"
Paybill payments matched to customers by hand	Paying with the account number settles the oldest water bill by itself
Chasing unpaid bills by phone; reconnections forgotten	Reminders, disconnection notices and reconnection tickets go out by themselves

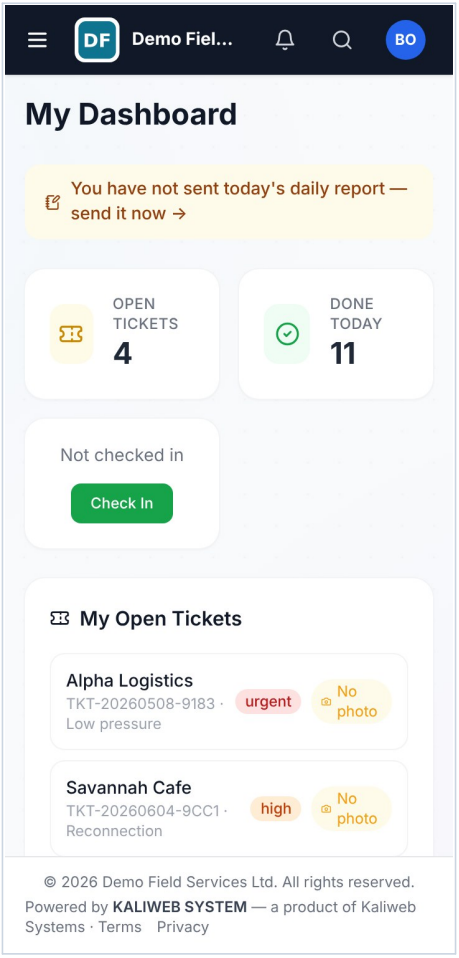
1.2 Who uses it in your company

Everyone signs in with their own username and only sees what their job needs. You can add your own roles (for example *store keeper* or *cashier*).

Person	What they do in the system
Customer care	New connection requests, leaks and complaints, coverage check
Meter readers	Read meters on the phone by route, photo of the dial
Plumbers / technicians	Connections, repairs, meter installation, map pipes and valves
Store	Pipes in metres, fittings, meters by serial number
Accounts	Tariffs, bills, payments, reminders, disconnections
Manager	Reports, approvals, water billed vs paid

1.3 Works on any phone, even without internet

Technicians open the system in the phone's browser and press *Add to Home screen*: it works like an app, with nothing to install from a store. Job reports, photos, signatures and materials used are kept on the phone when there is no network and are sent by themselves when the phone is back online.



The technician's dashboard on a phone.

2. Your first week

Kaliweb Systems prepares the system with you. This is what happens in the first days, so you know what to have ready.

1. **Company details and logo.** Your name, logo, address, phone and tax PIN go on every invoice, quotation, receipt and report.
2. **Branches and staff.** Add each branch and every staff member with their role. Technicians receive their login by SMS.
3. **Your services and job types.** Typical job types: *new connection*, *leak repair*, *burst pipe*, *meter installation*, *meter replacement*, *disconnection*, *reconnection*, *blockage*, *tank installation*, *pump repair*.
4. **Customers.** Your customers are imported from Excel with their account numbers; their meters (number, first reading, route) are added with them.
5. **Stock.** Pipes are kept in metres (rolls and lengths); meters with serial numbers; fittings, valves and couplings in pieces.
6. **Payments.** Your own M-Pesa paybill or till (or MTN / Airtel) and your bank account are connected, so customer payments are matched by themselves. The money goes straight to your account; Kaliweb never holds it.
7. **Tariffs and routes.** Your price bands per m³ and standing charge are entered, and meters are grouped into reading routes.
8. **The network.** Your plumbers start mapping the mains, valves and chambers as they work.

TIP Start with one branch and a few technicians for the first week, then bring in everyone. Most teams are comfortable within two weeks.

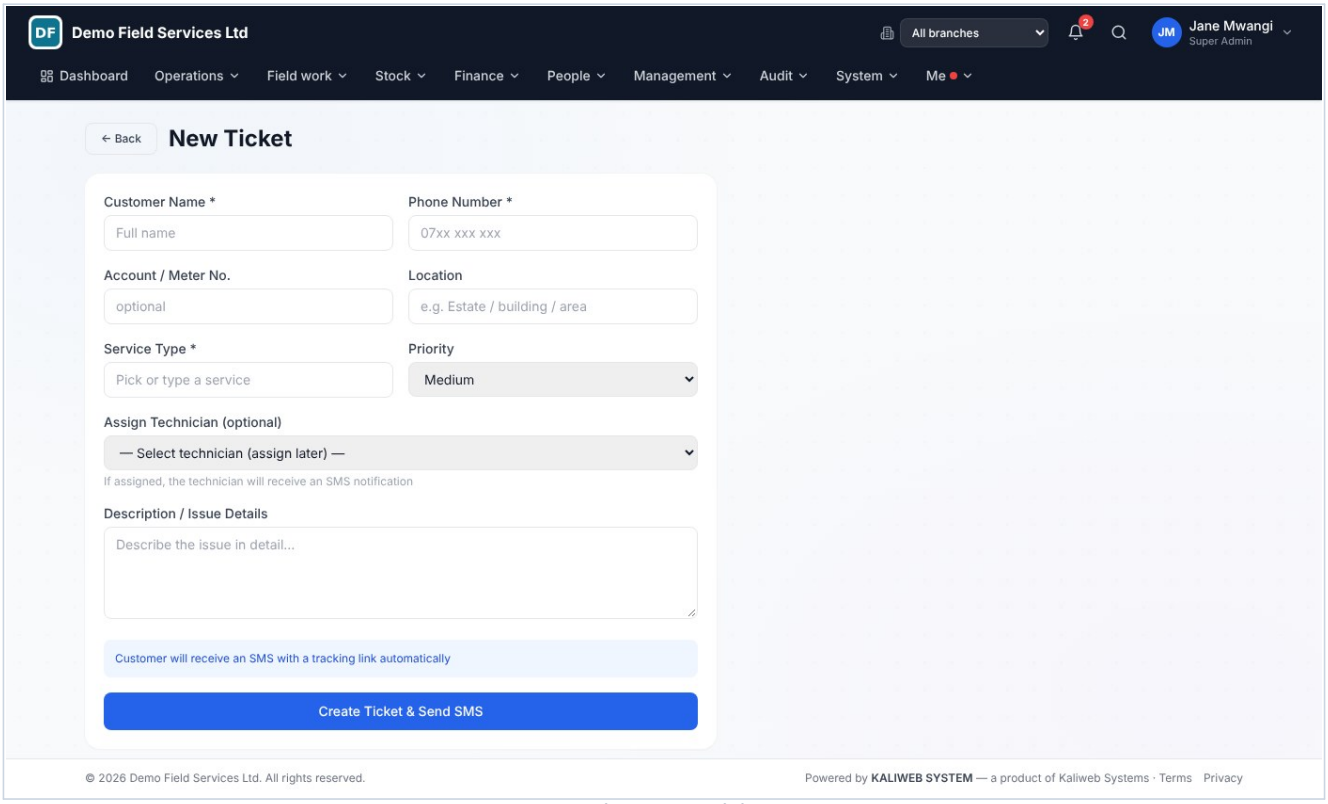
3. Every request is a ticket

A **ticket** is one customer request: a new connection, a leak, a burst, a meter replacement. It gets a number such as `TKT-20261001-B101` and the customer receives an SMS with a private **tracking link**.

3.1 Logging a request

Customer care opens **New Ticket**:

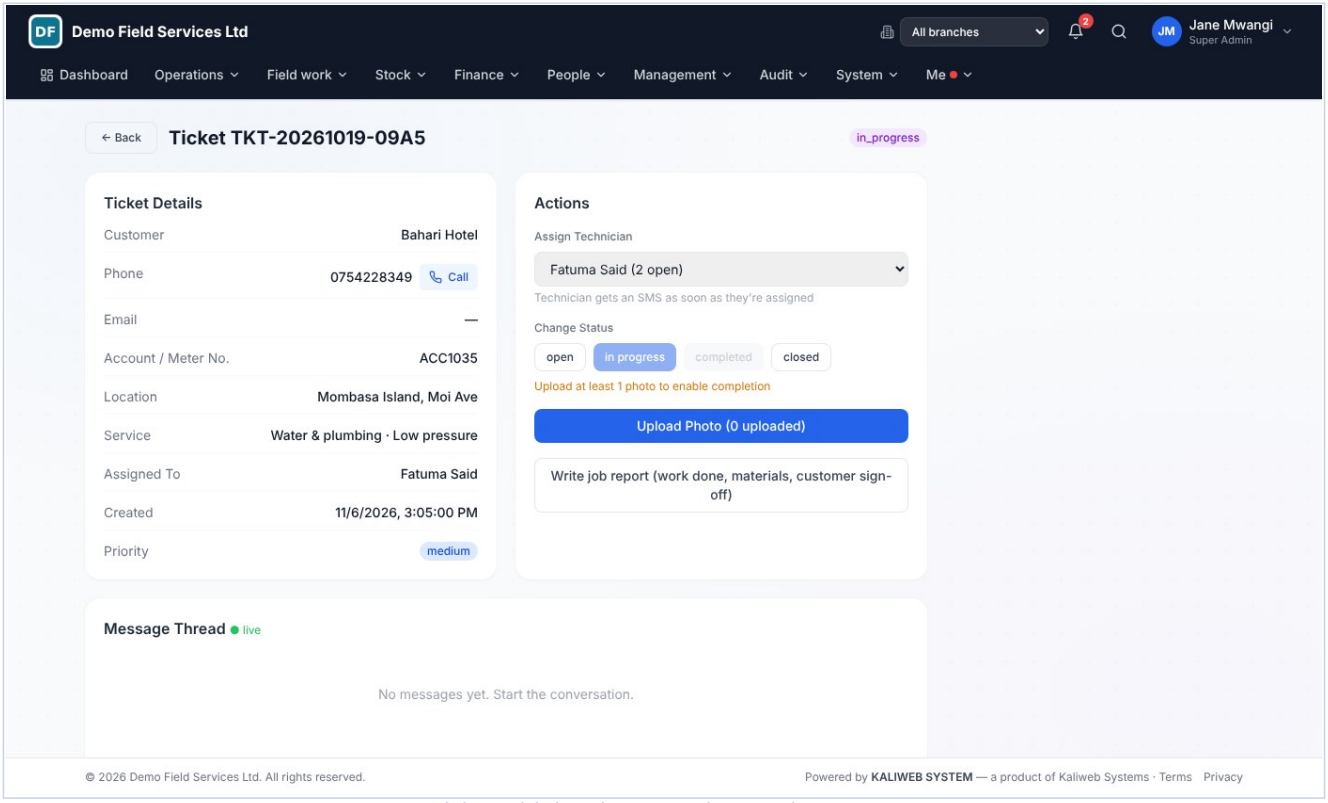
1. Type the customer's **phone number** — returning customers are recognised and their details filled in.
2. Add the **account number** (the water account) and the **location**.
3. Choose the **job type** (new connection, leak repair, meter installation…), the **priority** and describe the problem.
4. Assign a **technician** now or later. A technician with an expired certificate is marked with a warning.
5. Press **Create Ticket & Send SMS**.



Logging a new ticket.

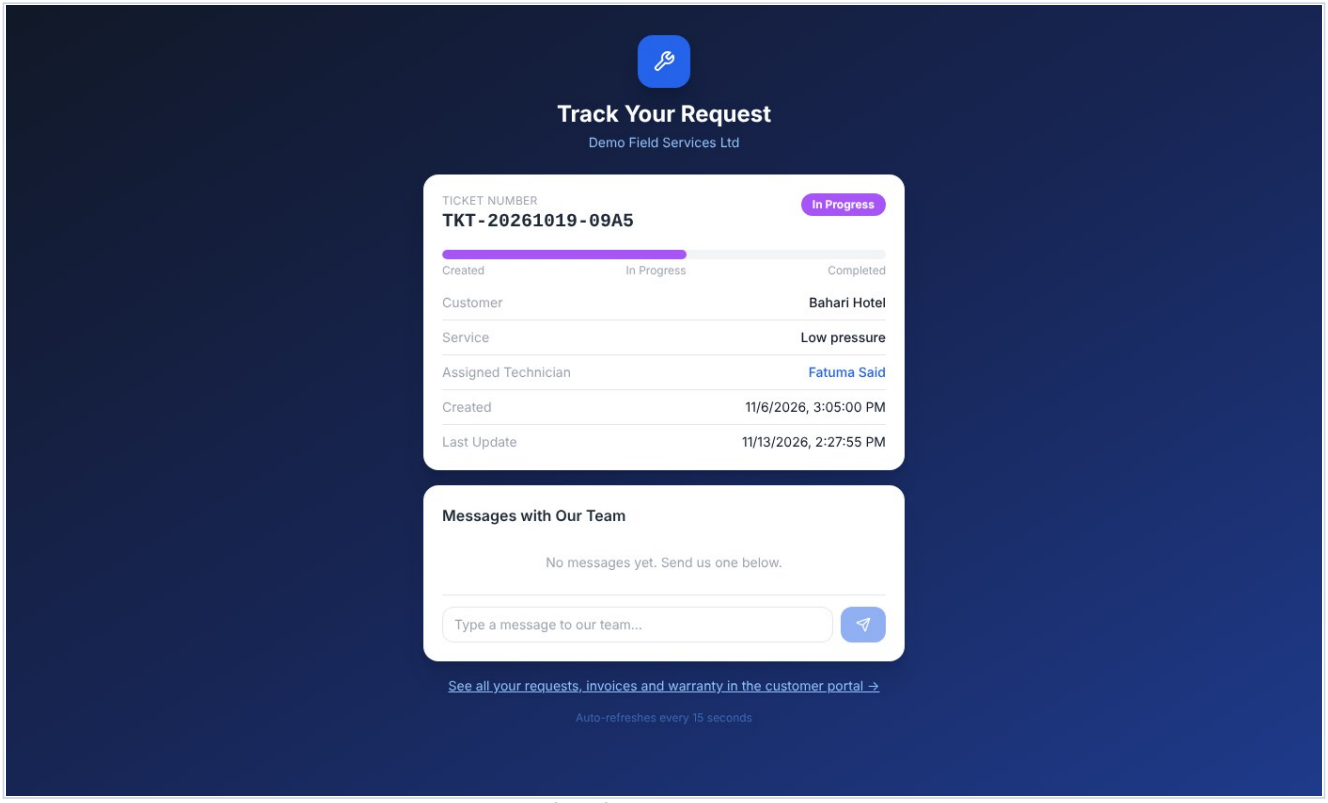
3.2 Following the work

The ticket list shows every request with its status — *open, assigned, in progress, completed, closed* — the technician and how long it has been waiting. Open a ticket to see everything about it: the customer, photos before and after, the message thread with your team and the customer, and the job report.



A ticket with its photos, actions and messages.

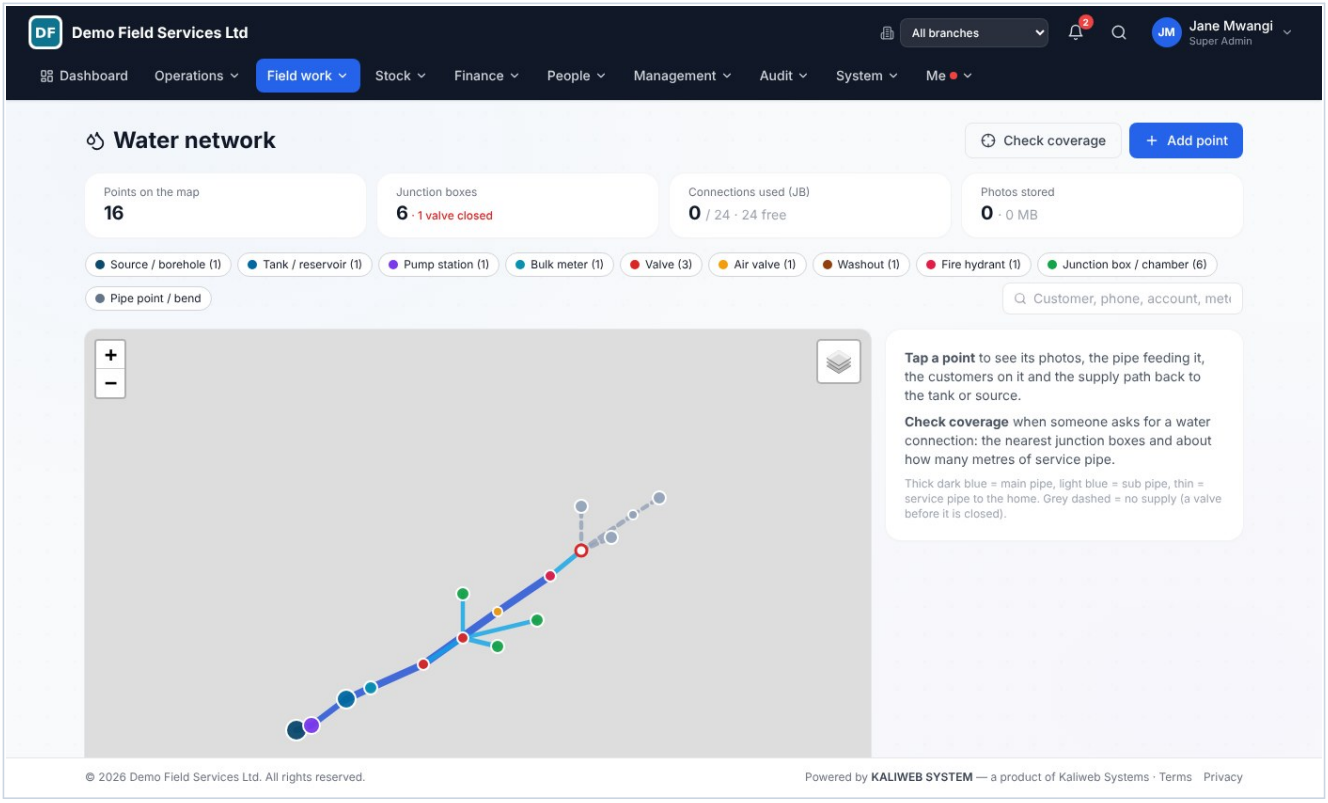
The customer follows the same job on their tracking page and can send a message to your team without calling.



What the customer sees.

4. Your water network on the map

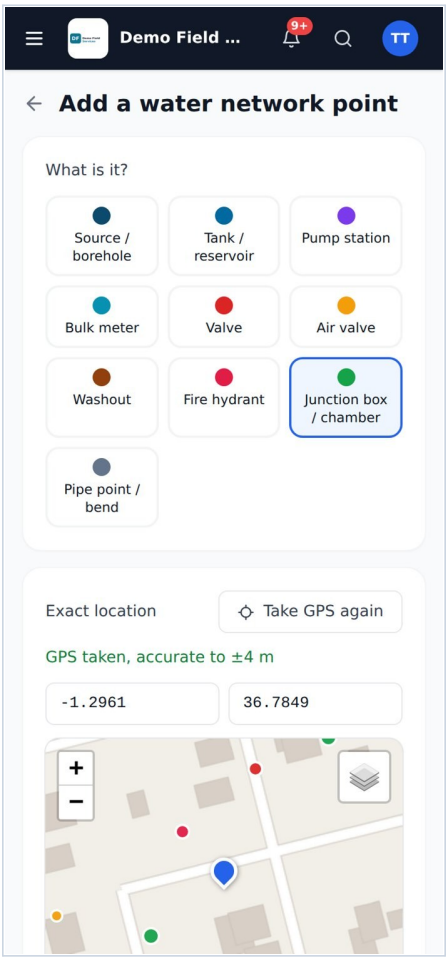
Field work → Network map → Water shows your whole network: sources and boreholes, pump stations, tanks, bulk meters, **valves**, air valves, washouts, hydrants and **junction boxes**, each at its GPS position with photos. Pipes are drawn between them: thick dark blue for **mains**, light blue for **sub pipes**, thin for **service pipes** to the home.



The water network: mains, sub pipes, valves and junction boxes.

4.1 Mapping in the field

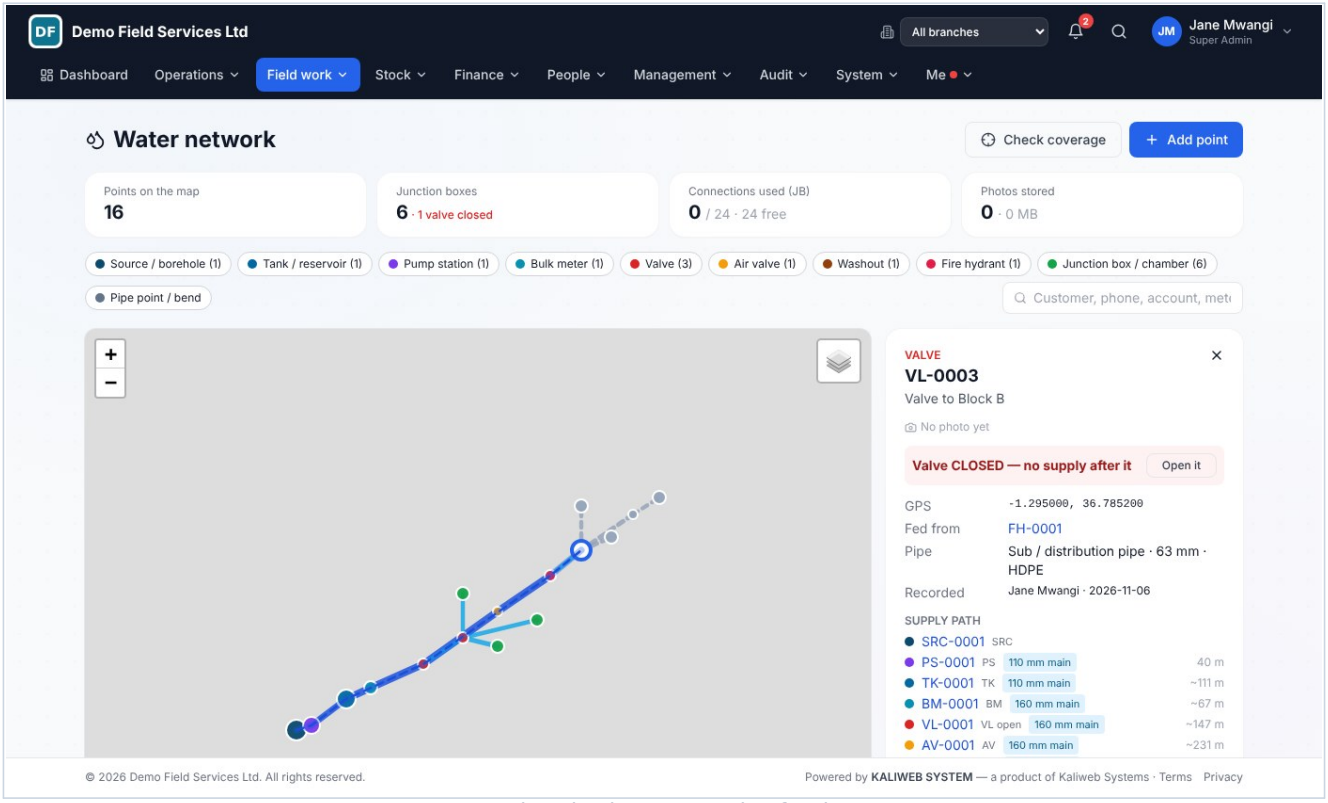
The plumber stands next to the valve or chamber and presses **Add point**: the phone takes the GPS position, he chooses what it is, the point it is **fed from**, the **pipe** (main, sub or service), its **size** and **material**, and takes photos. Without network it is saved on the phone.



Adding a junction box on the phone.

4.2 Closing a valve

For a repair or a burst, tap the valve and press **Close it** with the reason. Everything after it turns grey — **no supply** — and the screen tells you how many customers are affected, so customer care can answer calls. **Open it** when the work is done.



A closed valve: no supply after it.

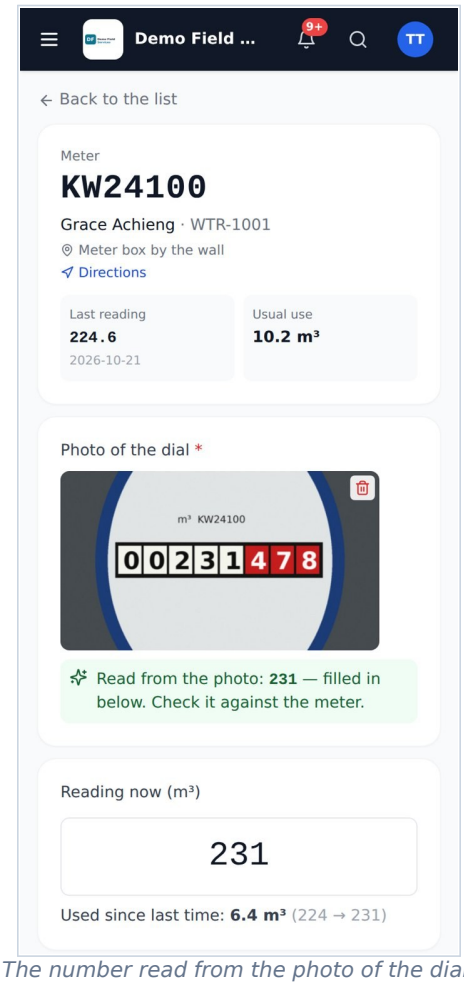
4.3 New connections

Check coverage with the location the customer sent on WhatsApp: the nearest junction boxes with free connections and the service pipe needed. After installing, **connect the customer** on the junction box with the meter number.

5. Reading meters

Meters are grouped into **routes**. The meter reader opens **Read meters** on the phone, chooses the route and goes meter by meter:

1. The screen shows the customer, where the meter is, directions, the last reading and the usual use.
2. He presses **Scan the dial** and holds the black digits in the box: the phone **reads the number from the photo** and fills it in.
3. He checks it against the meter — and can always type it himself. The use since last time is shown at once.
4. A **red warning** if the number is lower than last time; an **amber warning** if the use is much higher than usual (check it — or a leak).
5. He saves: the photo and the GPS go with the reading. If he saved another number than the photo shows, the office is told to compare.



The number read from the photo of the dial.

At **installation** the technician scans the dial (the first reading is read from it), takes a photo of the place, and the meter's GPS location is saved.

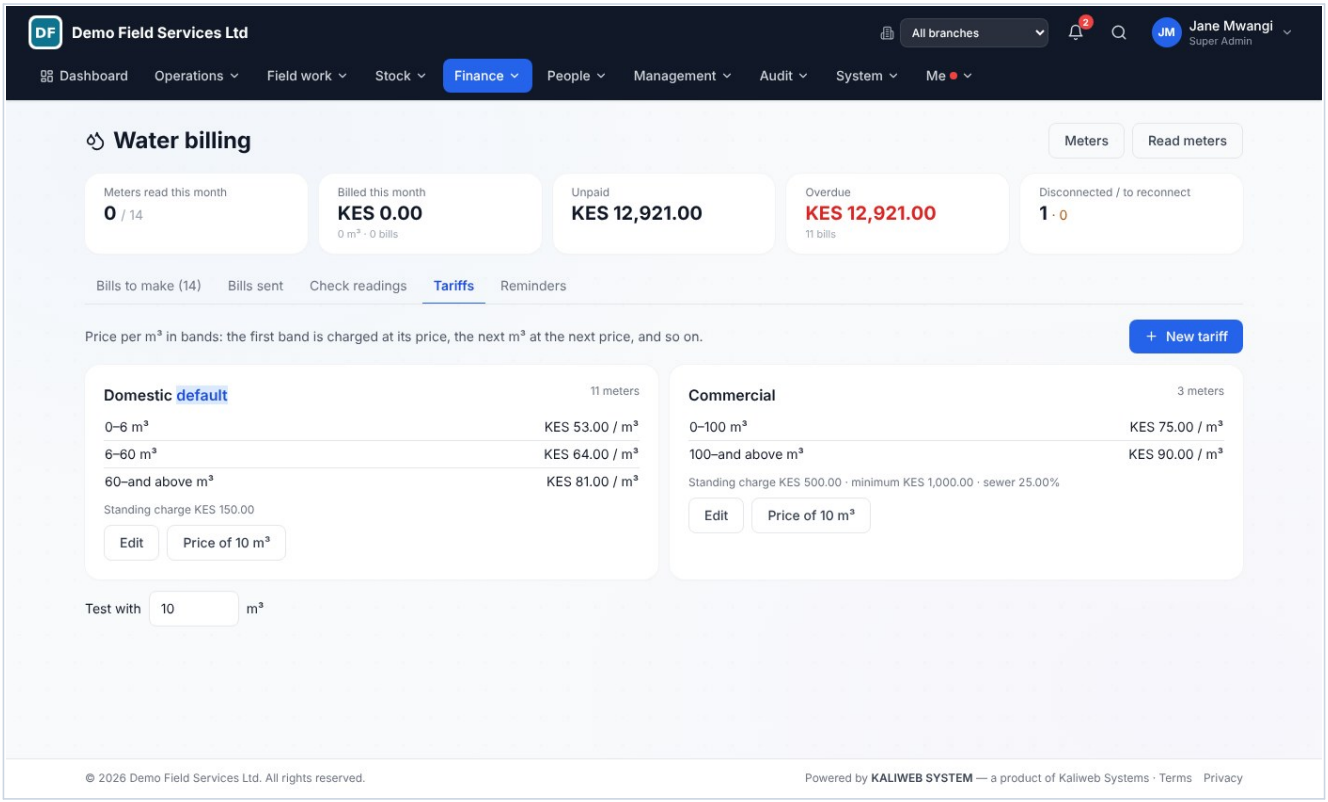
The route stays on the phone, so a whole route can be read without network. Readings from smart meters are uploaded from an Excel / CSV file.

When a customer uses much more than usual, they get an **SMS about a possible leak**.

6. Bills per m³

6.1 Tariffs

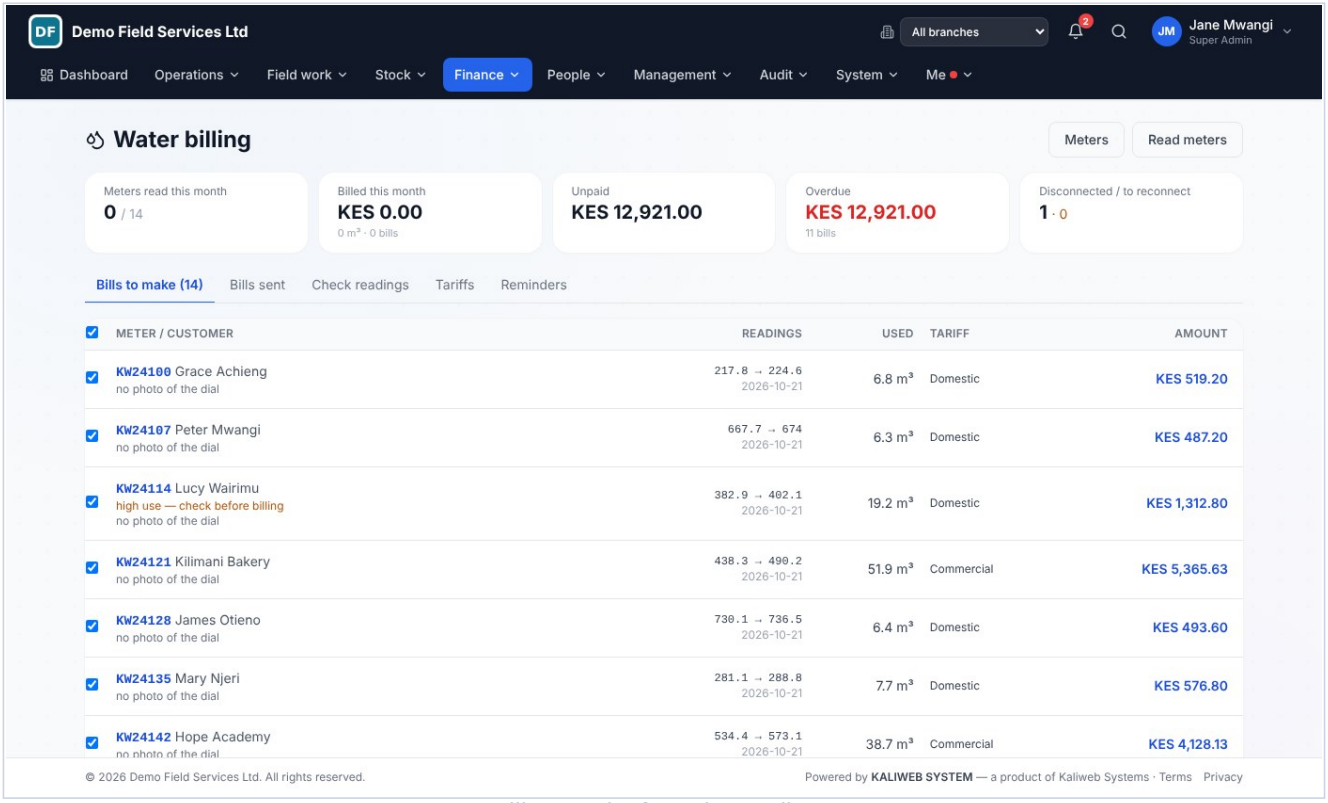
Prices per m³ in **bands** — for example 0–6 m³ at one price, 6–60 m³ at the next, above that the highest — plus a **standing charge**, and if you need them a **minimum charge** and **sewer** percentage. One tariff per kind of customer.



Tariffs with price bands.

6.2 Making the bills

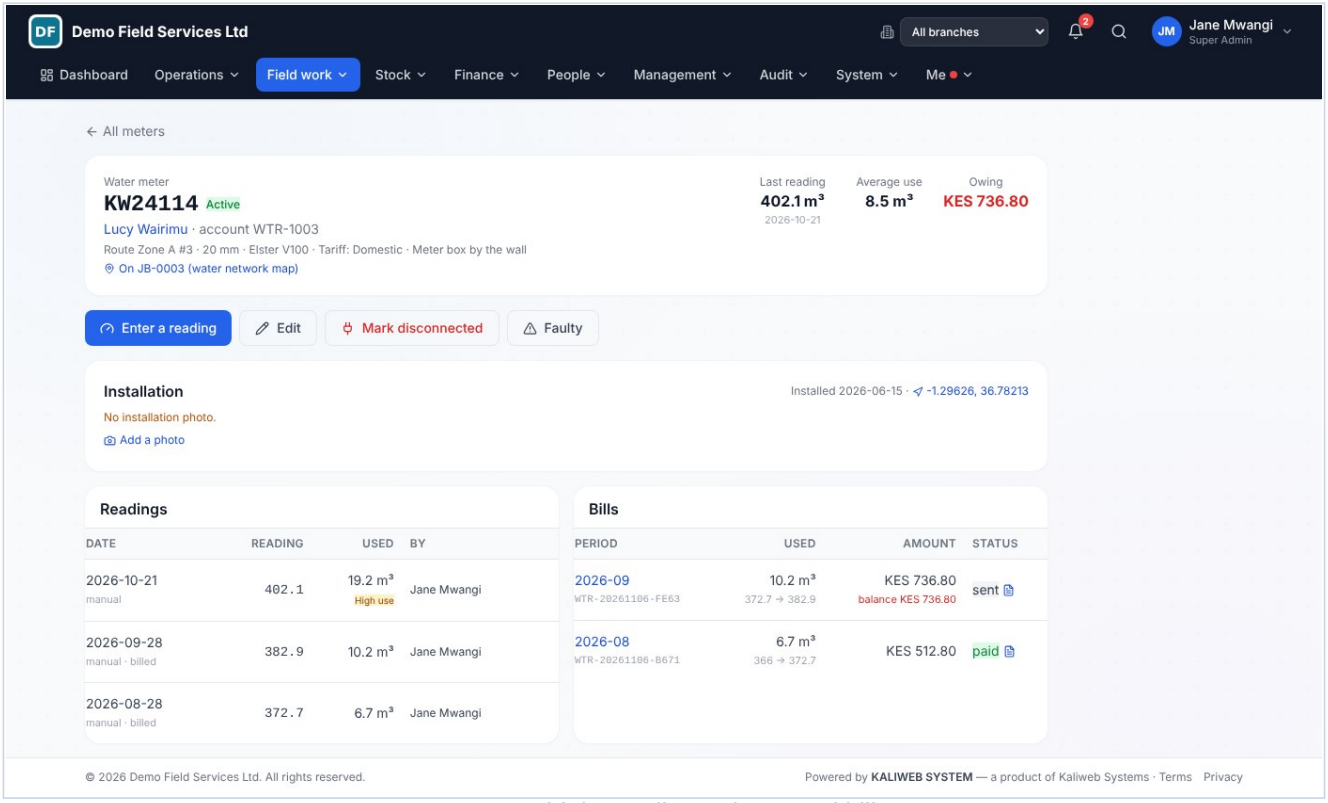
Water billing → Bills to make lists every meter that was read: readings, m³ used, tariff and amount. Wrong-looking readings are held back for checking (with the photo). Press **Make bills**: each customer gets a bill (an invoice) and an **SMS** with the reading, the m³, the amount, the due date, how to pay and a link to the bill.



Bills to make from the readings.

6.3 Collections

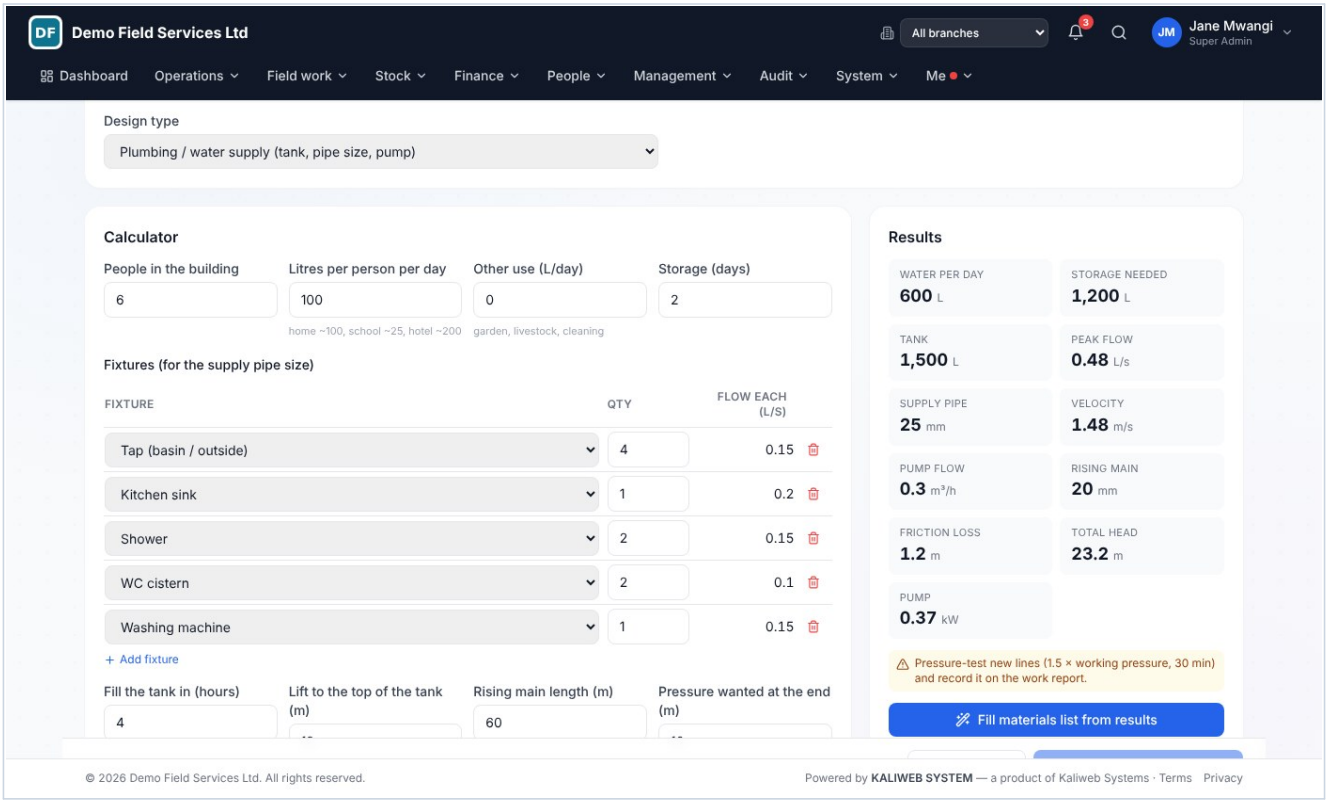
- The customer pays to your paybill with the **account number**: the payment goes to the **oldest unpaid bill** and they get a thank-you SMS.
- **Reminders** go out by themselves: before the due date, after it, and a **disconnection notice** with a ticket for your team.
- When a disconnected customer pays, a **reconnection ticket** opens and the customer is told by SMS.



A meter with its readings, photos and bills.

7. Plumbing design

Designs → Plumbing / water supply: enter the people, litres per person, storage days and fixtures; the calculator gives the **tank size**, the **supply pipe size**, the **rising main**, the friction loss, the **total head** and the **pump** power — then the materials list and the quotation.

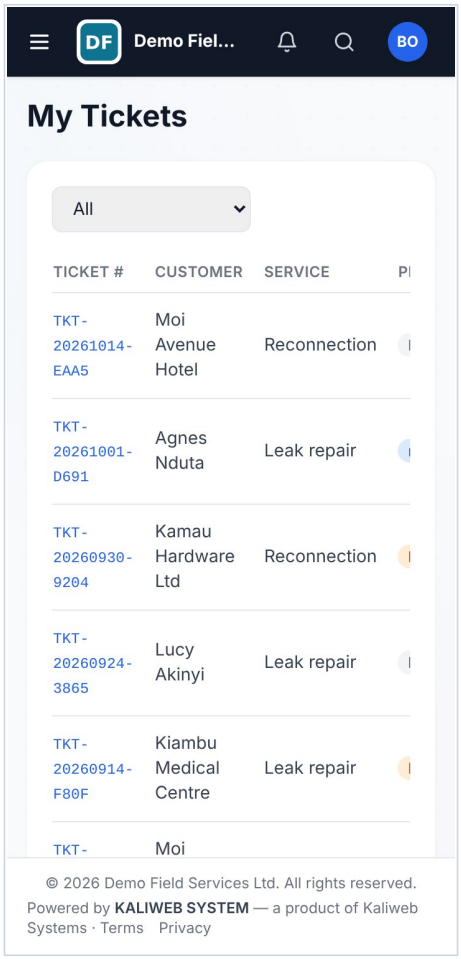


The plumbing calculator.

8. The technician's day

8.1 Jobs and attendance

On arrival the technician presses **Check in**; **My Tickets** shows only their jobs for the day, with the customer's phone, location and directions.

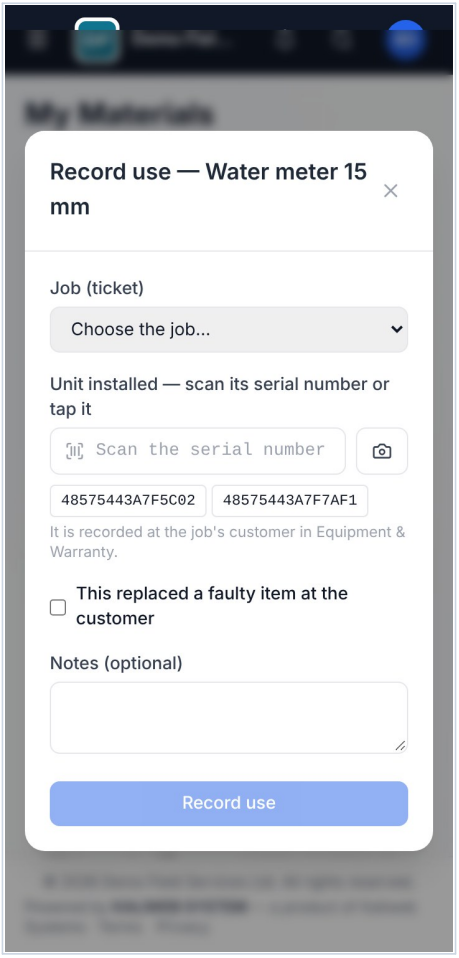


My tickets on a phone.

8.2 Materials

The store issues items to the technician; **My Materials** shows what they hold. After each job they press **Record use**:

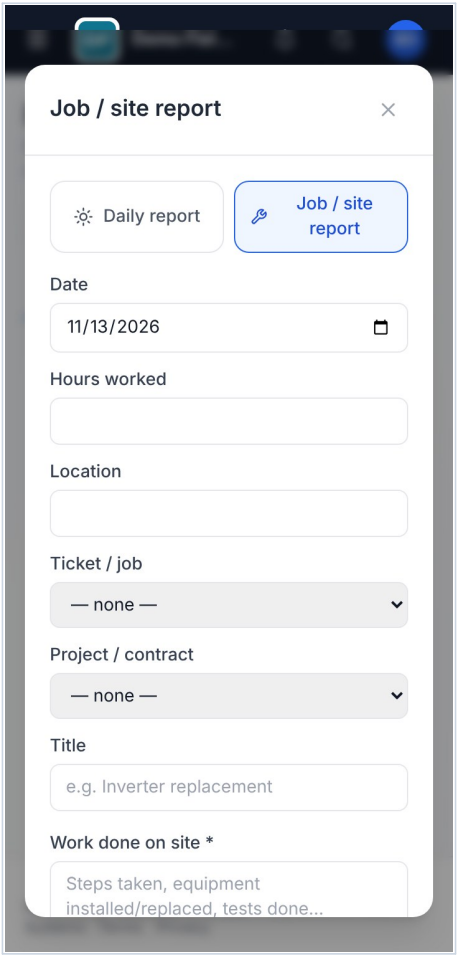
- Pipe is recorded in metres: issued a 100 m roll of 20 mm HDPE and used 35 m, the plumber enters *35* and 65 m stays with him.
- Items with serial numbers (water meters) are scanned with the phone camera and recorded at that customer, with the installation date and warranty.
- A faulty item replaced at the customer is ticked as *replaced a faulty item* and must be handed in at the store.



Recording what was used on a job.

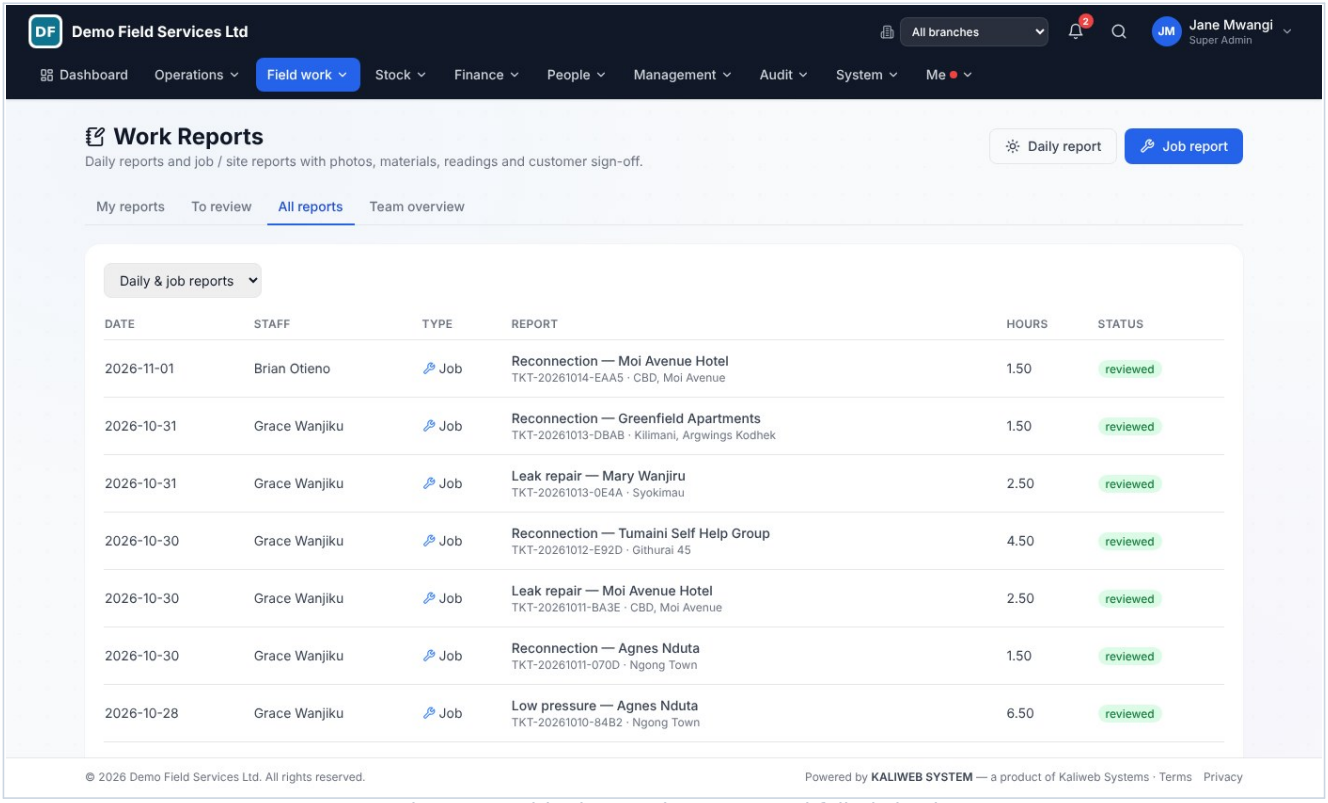
8.3 The job report

At the end of every visit the technician fills in the **job report** on the phone: work done, materials used, **readings (meter reading, pressure, flow, pressure test)**, photos and the **customer's name and signature** on the screen. Ready checklists: **pipe pressure test**, **water meter installation** and **leak / burst repair**.



A job report on a phone.

Supervisors review the report or return it with a comment. From an approved report you print a **completion / test certificate** on your letterhead with the readings, checklist results and signatures.



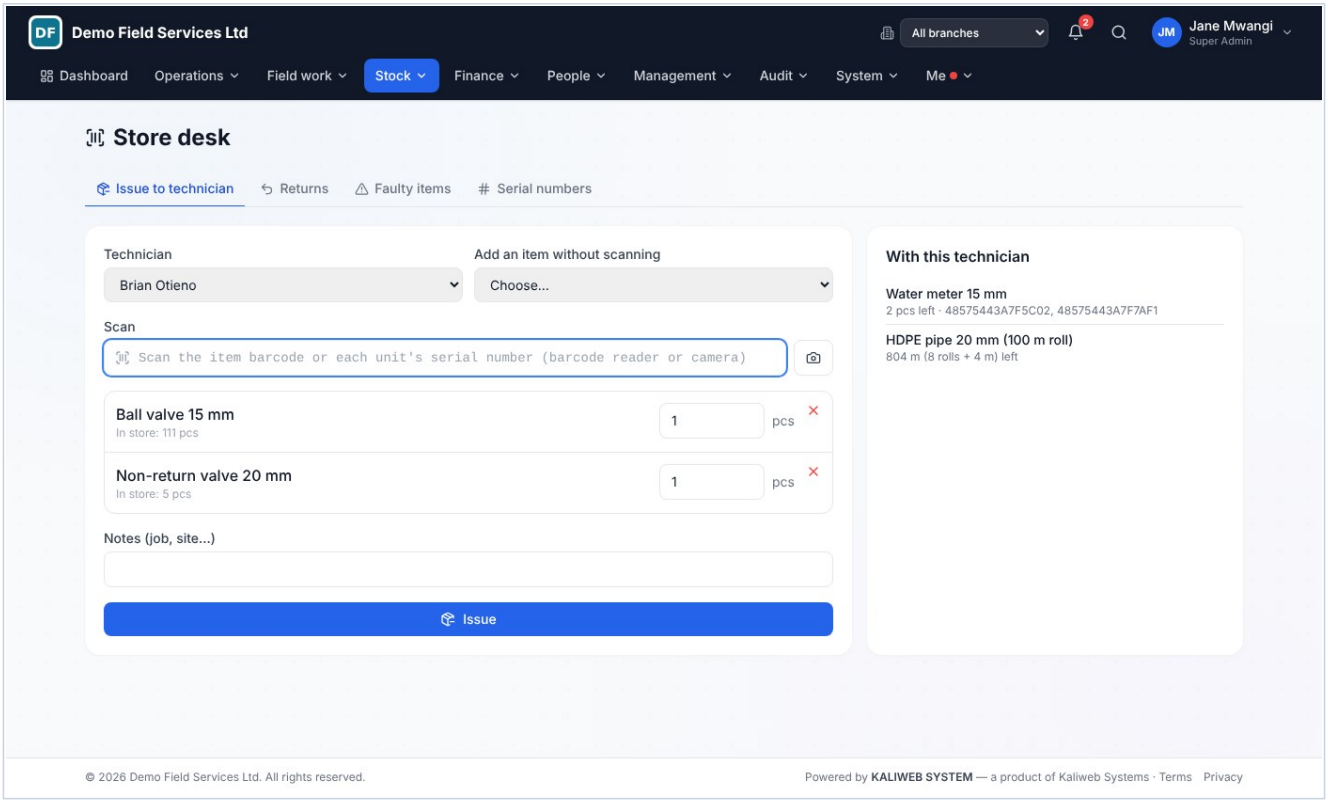
Work reports with photos, signatures and failed checks.

9. Stock: from the store to the customer

9.1 Items and the store desk

Stock → Accessories lists every item per branch with quantity and reorder level. Typical items: HDPE / PPR / uPVC pipe by size, fittings, valves, meters, meter boxes, tanks, pumps.

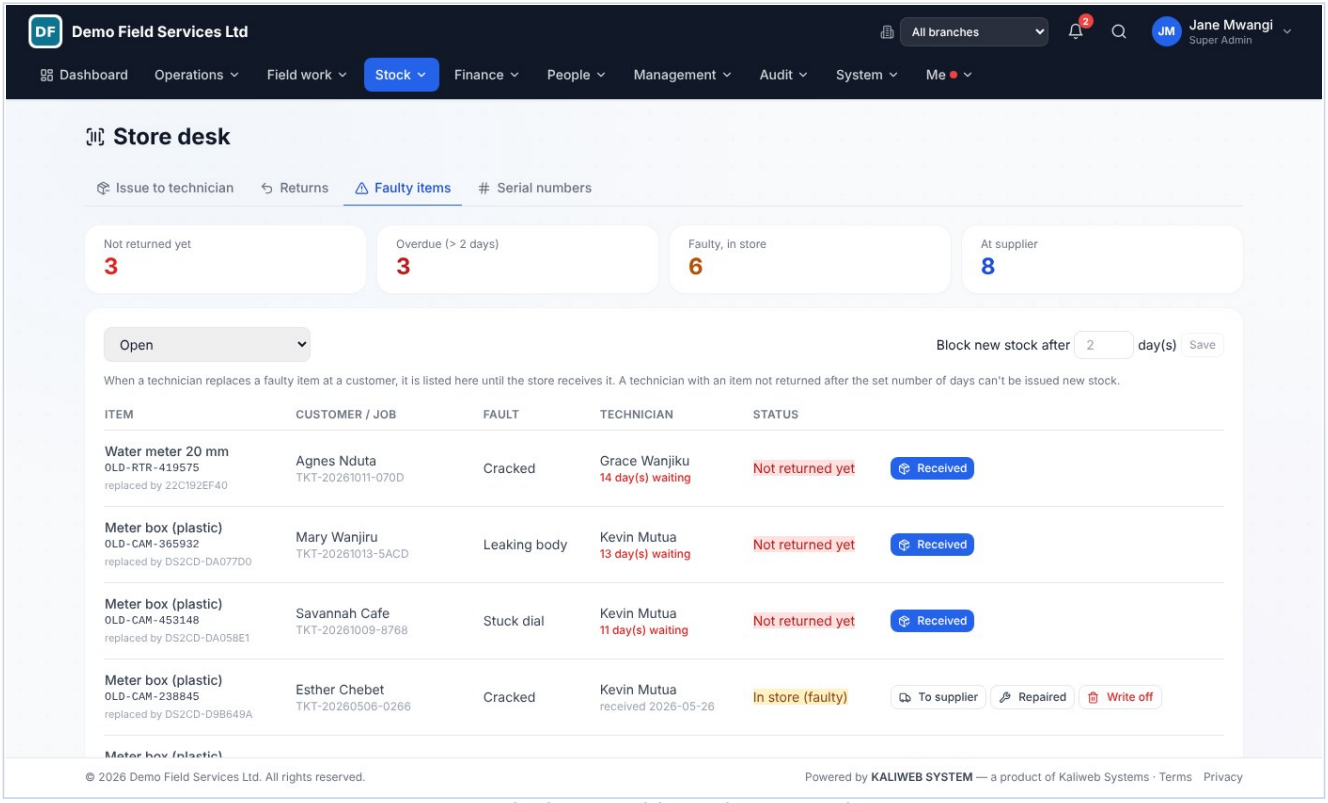
- **Cable** is kept in metres and issued by the roll or box; the technician records the metres used.
- **Serial-numbered items** are received, issued and returned by scanning, so you always know which unit is in the store, with which technician or at which customer.
- At the **store desk** the store keeper issues items to a technician by scanning; the screen shows what that technician already holds and any faulty item they still owe.



Issuing a roll of cable and a unit scanned by its serial number.

9.2 Buying and faulty items

- **Purchasing:** one click adds every low-stock item to a purchase order; a manager approves it (never the person who raised it); goods received are added at the average cost.
- **Faulty items:** every unit replaced at a customer is tracked until it is returned, sent to the supplier, repaired or written off. A technician who keeps a faulty unit too long can't take new stock.

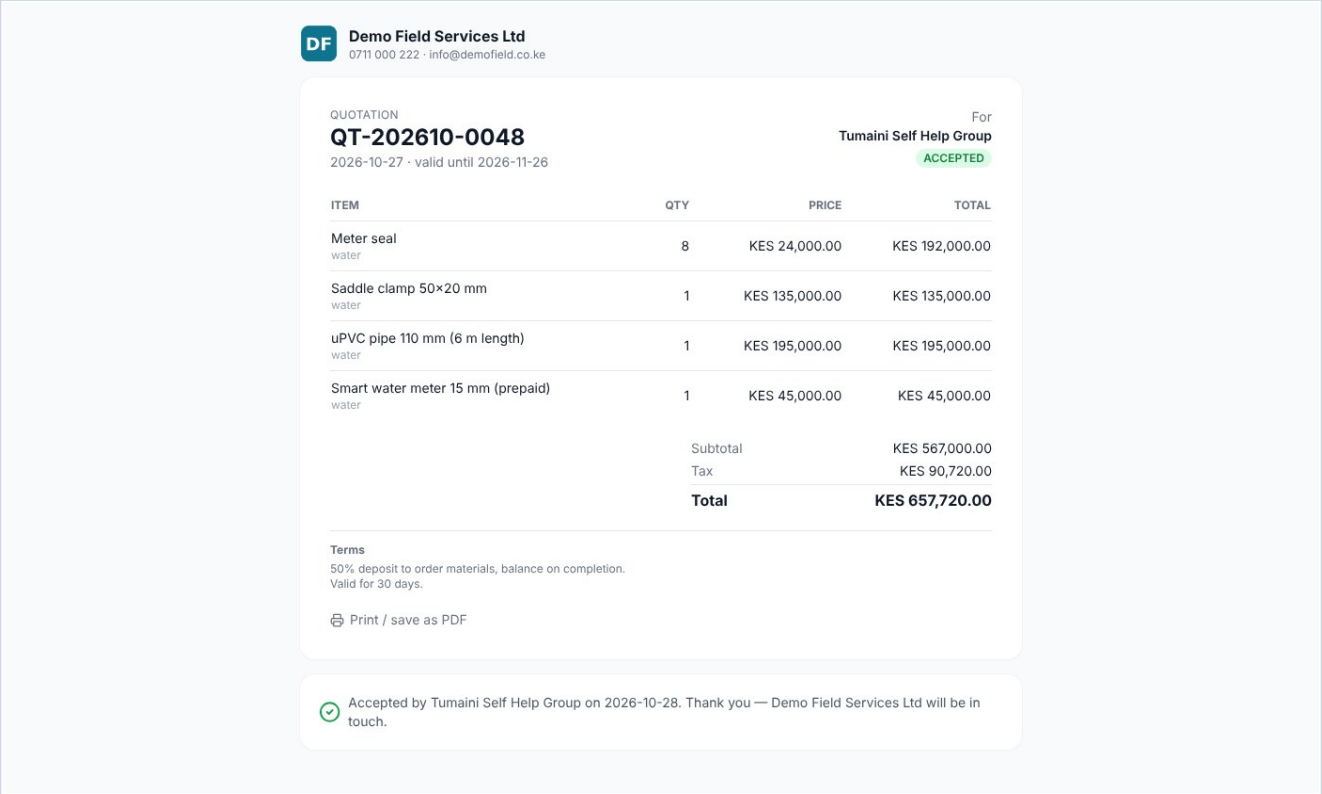


Faulty items waiting to be returned.

10. Getting paid

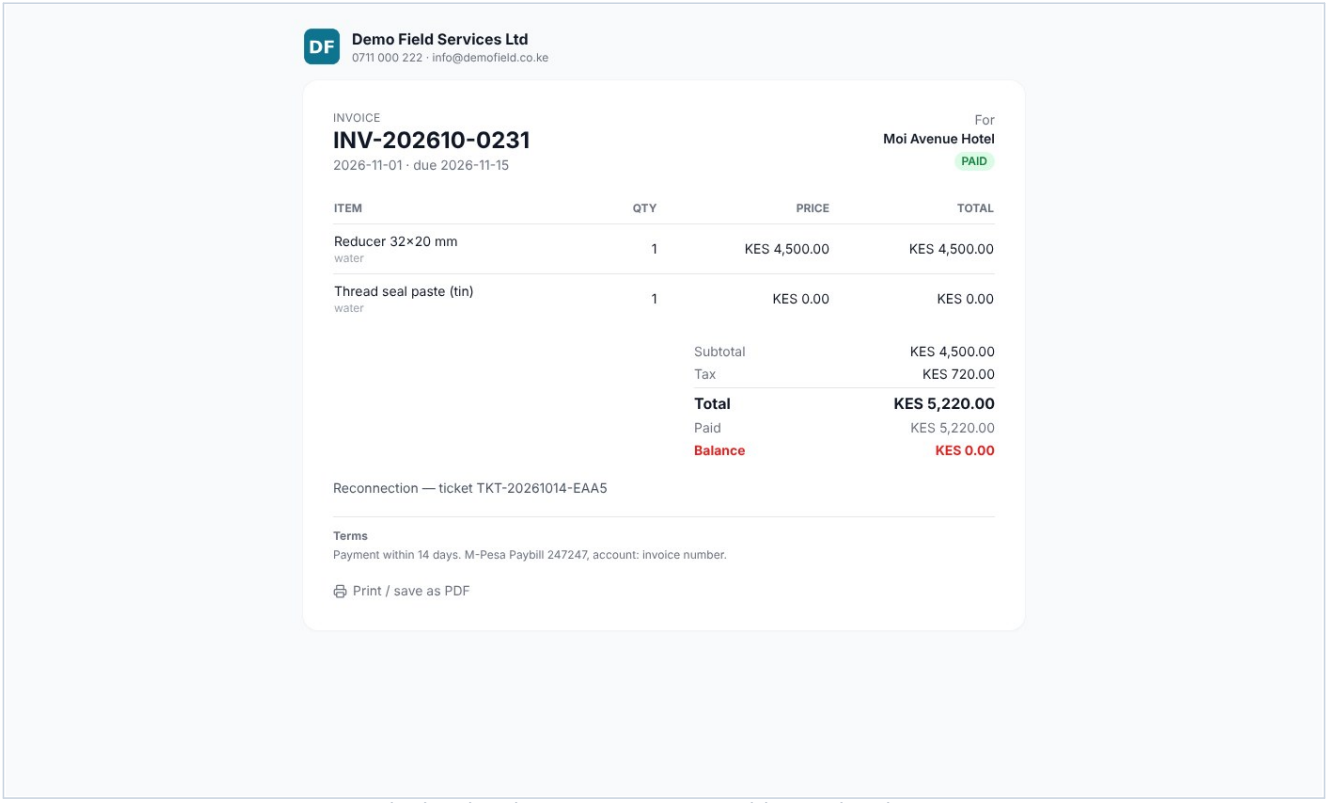
10.1 Quotations and invoices

Quotations and invoices are sent to the customer as an **SMS link**. Connection fees and plumbing work are quoted in a minute. The customer opens the quotation on their phone and **accepts it with their name and signature**; you are told when they open it and when they answer.



The customer accepts the quotation with a signature.

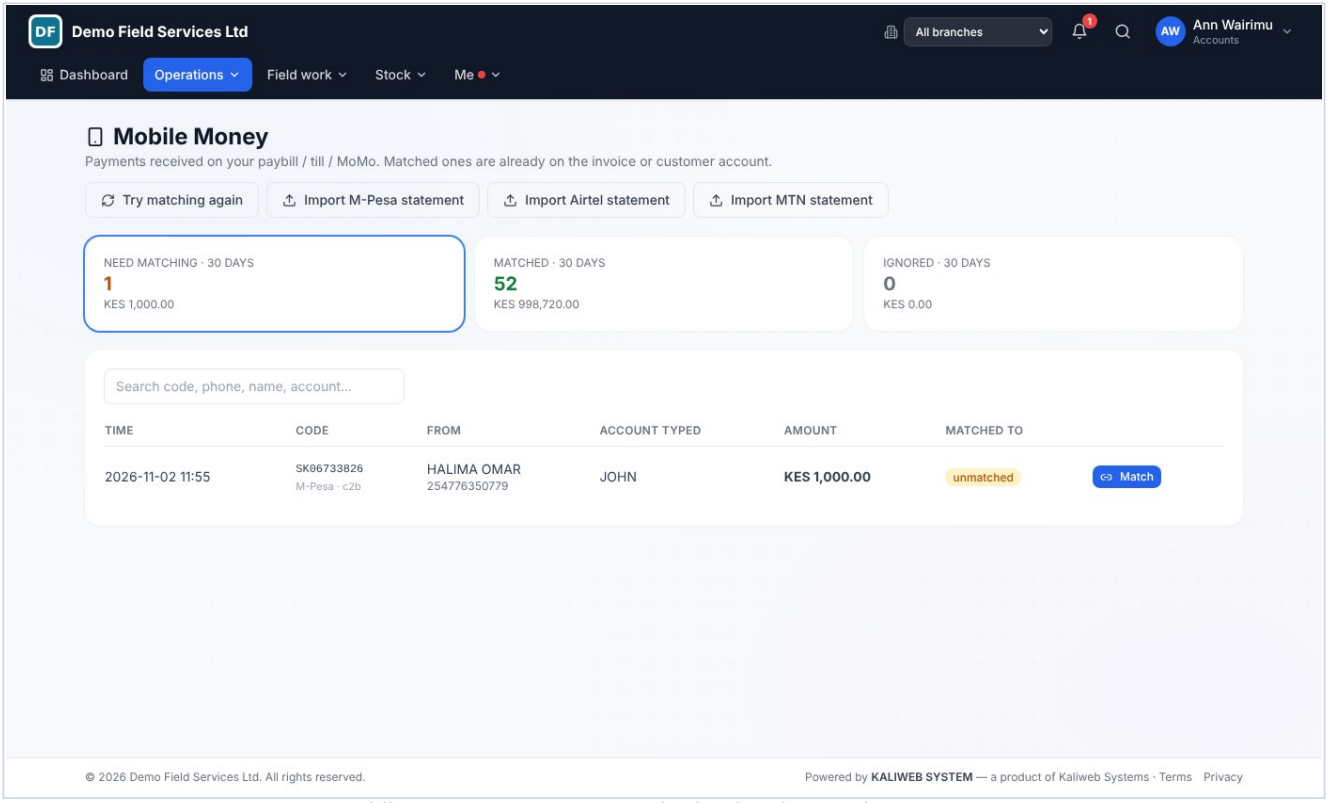
Invoices show *sent, partly paid, paid* or *overdue*. **Request via phone** sends an M-Pesa, MTN or Airtel request to the customer's phone: they enter their PIN and the invoice is marked paid.



The invoice the customer opens, with "Pay by phone".

10.2 Payments that match themselves

Each customer has an **account number**. Water bills are paid to your paybill with that account number (or the bill number). Payments to your paybill or till, and deposits in your bank, are matched to the right invoice or customer by themselves, and the customer receives a thank-you SMS. Anything the system can't match waits for one click under **Accounts → Mobile Money**.

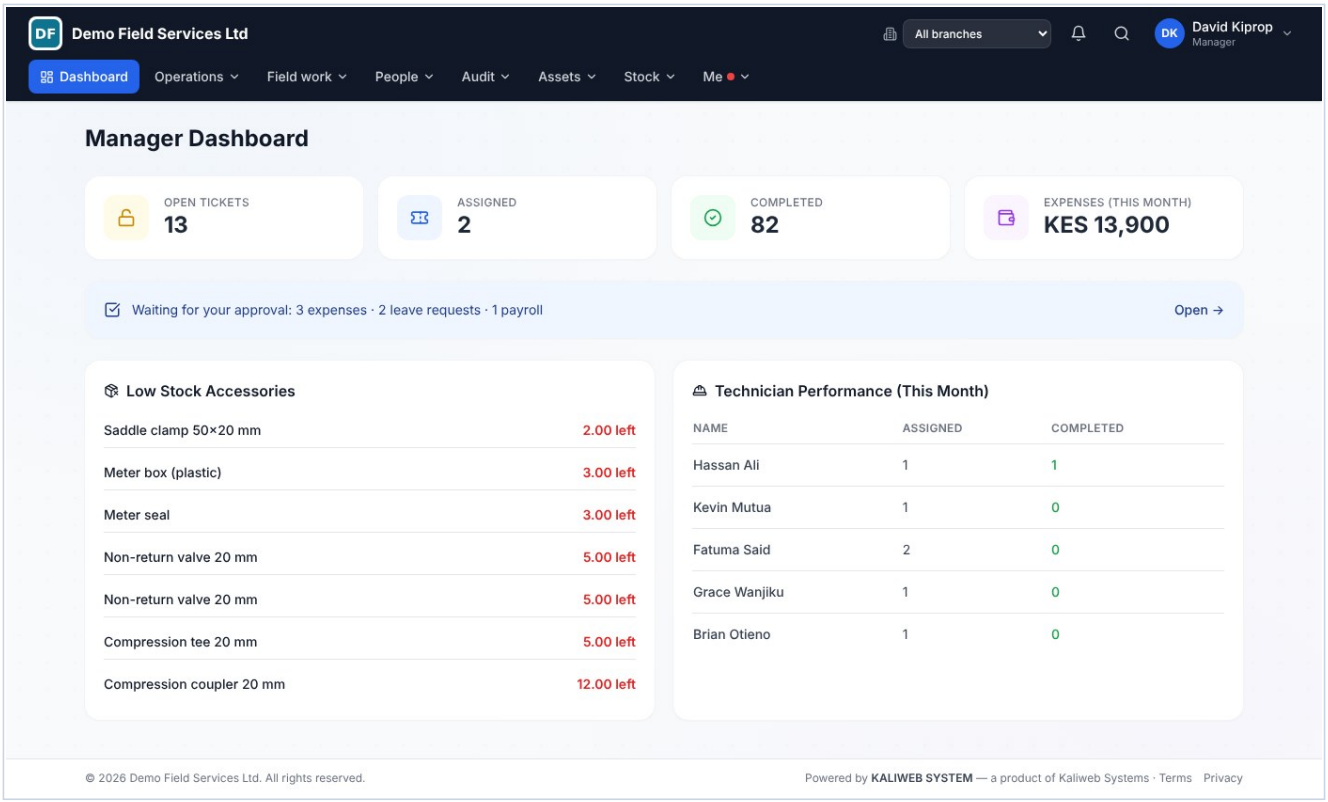


Mobile money payments matched to invoices and customers.

Every payment gets an official **receipt** on your letterhead, and expenses, salaries and supplier payments go through approval, so you always see what came in and what went out.

11. Knowing how the business is doing

- **Dashboards** for the manager, supervisor and accounts: open jobs, jobs waiting too long, today's money in, overdue invoices.
- **Reports:** revenue, expenses and profit, jobs per technician, time to complete, materials used per job, branch results — exported to Excel.
- **Performance and targets** per technician and team.
- **HR and payroll:** attendance, leave, certificates with reminders before they expire, and the monthly payroll with your country's taxes.
- **Water:** meters read this month, m³ billed, unpaid and overdue, disconnected meters.



The manager's dashboard.

12. Questions water & plumbing companys ask

Question	Answer
Can the meter reader work without network?	Yes. The route is kept on the phone; readings and photos are sent when the network is back.
Can we use our own tariff?	Yes. Price bands per m³, standing charge, minimum charge and sewer percentage, per kind of customer.
Do you support smart meters?	Readings exported from a smart-meter system (Excel or CSV) are uploaded in one step.
What if a reading is wrong?	A reading lower than the last one is flagged and not billed until it is checked; the photo shows the real number.
Does the money go through Kaliweb?	No. Customers pay your own paybill, till and bank account. Kaliweb never holds your money.
Can we have it on our own server?	Yes. We host it for you (with nightly backups and updates done for you) or install it on your own server.
Is it in Kenya only?	It works in Kenya, Uganda and Tanzania, with the currency, phone numbers, taxes and mobile money of your country.

Next step: see it with your own jobs

Book a free demo: we show you the system with your kind of work, on your phone and laptop, in about 20 minutes.

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- **Website:** kaliwebsystem.com