



 **Mandalay**[™]

Beyond the Weighbridge

It's time for waste
vouchers to go
digital.

Introducing **Voucher
Management**, the first
offering from the
Resident Services
product suite.





Resident Services: Voucher Management



Resident Services

Digitising waste services and creating digital relationships with the people and properties within your community.

Several challenges that Mandalay's Resident Services aims to resolve include:

- ✓ **Removing substantial overhead and risk** created by managing multiple systems and maintaining data across multiple locations.
- ✓ **Reducing the complexities of administering waste systems** that extend across several teams including Waste, IT, Finance and Customer Service.
- ✓ Increasing the integrity of voucher programmes and **reducing opportunities for fraud.**
- ✓ Realising the value a programme like vouchers can provide to council with data insights, **over and above just providing a service to the community.**

It's time for waste vouchers to go digital

Voucher Management

Organisations' voucher programmes provide huge benefits to residents. **Current systems are too hard, too expensive and too exposed to fraud.**

Mandalay's first offering within the Resident Services suite of products introduces a simple yet powerful tool for issuing, managing and measuring waste vouchers and entitlements.

Why use Mandalay's Voucher Management application?

Delivering a faster and more personalised experience for councils, residents and community members. All while drawing on data captured by other tools within Mandalay's product range and presenting detailed insights into liability and voucher/entitlement usage.



Native Integration

Natively integrating with Mandalay's CS Ticketing system enables the rules set for the voucher programme to be enforced at the facility gatehouse when the voucher is redeemed.



Access to Voucher Information

Near real-time access to voucher information means a voucher can be used at a facility within mere minutes of it being issued by a customer service or administration team.



Visibility for Staff

Visibility for administration and facility staff means voucher validity can be confirmed and a detailed history of voucher issue and use is accessible. Staff can identify on the spot if the person presenting the voucher is entitled to use it.



Detailed Data Capture

Detailed property information is captured within the application, along with a history of voucher use, providing an auditable system and a means of confidently challenging incidents of fraud.



Analytics

Analytics offers a big picture view of voucher usage across your facility(s) right down to the minute detail of individual voucher transactions. Understand where waste is being generated and which facility it is being presented at.



Self-Service Capability

Reduced management and administration costs through using the resident facing self-service portal, allowing community members to manage their own vouchers.



What does Voucher Management have to offer?



Integration

Achieving the most benefit when integrated with other products within Mandalay's product suite, Resident Services offers a native integration with Mandalay CS.



Data Synchronisation

While the application is cloud-based, data synchronises down to site for use within Mandalay CS ticketing, allowing near real-time issue and redemption of vouchers.



Multiple Users

It can be used by multiple internal users across different teams (e.g. Waste, Customer Service) to administer and manage entitlements. User access is managed via permissions, providing access to data whilst locking down functionality based on your organisations internal process requirements.



Setup Multiple Entitlement Types

Multiple **Voucher Programmes** can be created to suit each type of entitlement offered by council, where each programme has its own rules to manage eligibility and entitlement.



Set Voucher Rules

Each programme can have its own ruleset to define the entitlement value and frequency, as well as eligibility rules by property type and resident group.



Voucher Distribution Methods

Most common methods of issuing vouchers are through Council rates notices or via on-demand requests. The voucher application supports both methods of distribution and keeps track of vouchers issued and redeemed, while offering cancel, re-issue and override options where council decides an exception to the voucher programme rules is required.



Manage Voucher Issue

Vouchers can be cancelled, re-printed, re-issued and the voucher programme rules can be over-ridden depending on permission levels.





Property IDs

Whilst Mandalay maintains a national database of over 14 million properties, properties can correlate to Council ratings systems to ensure information remains relevant if data is exported for use in other systems.



Customisable Voucher Templates

Voucher templates are customisable and setup during onboarding. Council specific information, logos, and page layout are all examples.



Analytics

Via Resident Services Insights, track multiple points of data such as your current liability, sources of waste by property, where and when vouchers are being presented, by vehicle the property origin of vouchers presented, and a breakdown of product being presented.

Offering Self-Service to Residents



Removing unnecessary overhead by allowing residents to access information and vouchers via a progressive web application (PWA). Improving residents' customer experience as they can access their information anytime – no need to wait for business hours.

- The Self-Service component of the application is a resident facing 'progressive web application' (PWA) that transfers management of eligible waste entitlements back to the resident.
- It is designed for use on both smart phones and desktop browsers, and adheres to international data security standards like GDPR, ensuring Council is providing the right level of service to their community.
- Residents can access their vouchers directly via this progressive web application (PWA) on and present their phone at the facility to be scanned.
- Through real-time data synchronisation, vouchers generated by the resident are available for redemption at the facility within seconds.
- Future functionality within this self-service application will allow residents/rate payers to register themselves against properties using a secure validation service.





How are organisations using Voucher Management?

Often situations differ across councils so while one solution may fit one council a slightly different approach may be more appropriate elsewhere. Below are some examples of how Resident Services is being implemented to suit different situations.

✓ Small group

Waste vouchers issued to a subset of residents.

In this case it has been used to test a process change with a smaller control group. E.g. rate payers who receive their notices digitally.

✓ Entire population

Waste vouchers issued to the entire resident population as part of the normal rates notice circulation.

✓ Community groups

Waste entitlements issued to Community Services Organisations to remove the administration and management of these entitlements from the waste team.

✓ On-Demand

Administering and managing **Waste Vouchers On-Demand**, allowing residents to request waste vouchers from council as they are needed. As Resident Services manages and tracks voucher issue and use, control is maintained over voucher quantity.

✓ Special cases

Managing residents who fall outside normal collection services.

✓ Self-Service

Allowing residents to access waste vouchers/entitles via a **Self-Service platform**. Removing administration and management from council staff, while still controlling what residents are entitled to receive.





What data is being captured and can I access it?

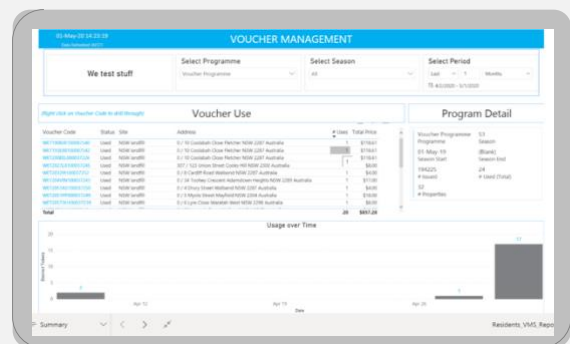
Often situations differ across councils so while one solution may fit one council a slightly different approach may be more appropriate elsewhere. Below are some examples of how Resident Services is being implemented to suit different situations.

Each waste voucher is issued with a unique code identifier which is linked to a verified address allowing the system to provide detailed insights into voucher usage. When a voucher is scanned the following types of information are now linked to the transaction and available for analytics:

- where waste was generated, based on the address attached to the waste voucher
- where the voucher was scanned
- when the voucher was redeemed
- The vehicle that presented the voucher
- details of the transaction (what product do loads consist of in relation to where they are being generated)

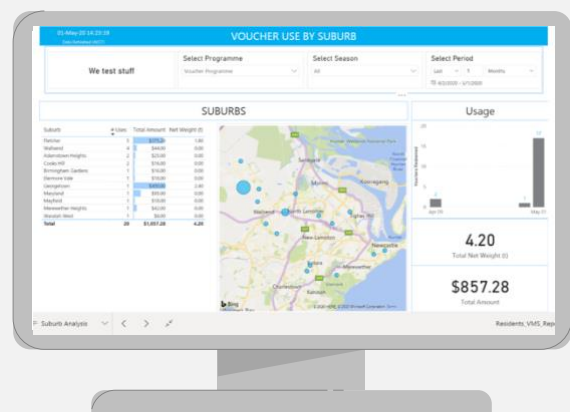
Vouchers Consumed

- Voucher Programme Status – total vouchers issued, the number of vouchers that have been consumed/redeemed and the value of redeemed vouchers.
- Information relating to when vouchers are being presented can also be viewed.



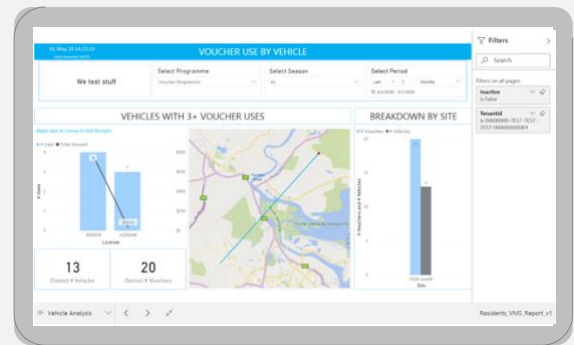
Suburb Analysis

- Waste source – where is waste being generated?



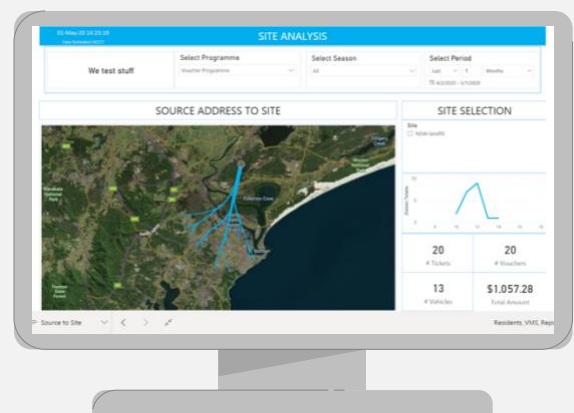
Vehicle Analysis

- A correlation of the voucher that was used against the vehicle that used it.
- Can be used to identify exceptions like where vehicles are presenting vouchers from multiple properties, and vehicles presenting excessive amounts of vouchers.



Source to Site Details

- Identify whether community members using their closest facility?
- Understand where waste is being generated in relation to where it is being taken.



What is the process?

Onboarding

Onboarding will vary based on specific implementations, however there are common aspects.

UAT: Everything is setup and tested in a naus UAT environment first, allowing for practice runs of some scenarios where production setup will be time critical (e.g. where they are paired with Rates notice issuing). The UAT setup enables testing from voucher issue and management, right through to voucher redemption during the Mandalay CS Ticketing transaction process.

- **Property Correlation:** Mandalay's national property list of 14.5 million properties is used to cross reference against council's list of participant properties. Anomalies are identified and worked through as part of the project setup, ensuring a quality dataset.
- **Voucher Programme Rules Definition:** Mandalay will work with you to understand current service\ voucher programme rules and setup one or more potential implementations within UAT for testing and validation ensuring it meets or exceeds requirements (e.g. frequency of entitlement renewal, or rules for which properties are eligible for a particular programme).



The process cont.

Access

- **User Access:** Users will be given access to a cloud-based application. This can be accessed via a web browser.
- **User Permissions:** Administrators are responsible for managing user permissions.

Redeeming Vouchers at Site

- **Data Synchronisation:** Voucher information synchronises down to site for use within Mandalay CS Ticketing, allowing near real-time issue and redemption of vouchers.
- **Voucher Verification:** When presented vouchers are scanned by the operator, Mandalay CS Ticketing can prompt the operator to verify that the person presenting the voucher is the person who the voucher has been issued to.
- **Fast Payment Processing:** Mandalay CS Ticketing will automatically process a voucher payment when presented vouchers are scanned by the operator.

Data Security



Is resident data secure?

Particular emphasis has been placed on both immediate and future data security requirements.

- ✓ Resident account information is secured with a Microsoft identity provider which manages PII concerns and password reset and self-service.
- ✓ Mandalay has a core development focus on industry data security requirements extending to GDPR and other forward-thinking policies.
- ✓ Secure storage and transfer of Resident identifiable documentation as compared to email processes found in other products.
- ✓ Mandalay is currently undergoing certification for ISO 27001 (Information Security Management) and 27017 (Cloud Security).
- ✓ All voucher codes are non-deterministic, globally unique and immutable.
- ✓ The voucher application utilises QR codes for increased read rates, and damage resilience.
- ✓ Core systems are based around highly available and durable messaging using Azure Service Bus and Service Fabric clusters.
- ✓ The Resident Platform has been built as a progressive web application (PWA) which *"...combines the best qualities of native apps and web applications to deliver the best experience to the biggest user base."* Full support for iOS, Android devices, as well as desktop and tablet environments is available.



Available Modules

	Standard Modules	Additional Modules
Mandalay CS		
Ticketing	✓	
Administration	✓	
Reporting	✓	
EFTPOS		✓
Image Capture		✓
License Plate Recognition (LPR)		✓
Finance Extract		✓
Multi Weigh		✓
Tip Shop		✓
Data Integrations		✓
Voucher Processing		
Resident Services		
Voucher Management		✓



Beyond the Weighbridge

A collection of solutions to integrate data being captured across your waste ecosystem and transformed into usable information.

This is the future of waste.

Get in Touch

Would you like to know more about Voucher Management, or any of the other functionality available within Resident Services?

+61 7 3010 7900
sales@mandalaytech.com

