

# Ameliorer le systeme de la facturation au client: A eau et force, Paris ile de France

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Abstrak

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SUBJECT:

Improving The Billing System of Eau Et Force, Ondeo Services, Paris ? Ile de France.

OBJECTIVE:

- To understand what is Eau Et Force, the enterprise of water distribution, the filial of Ondeo Services (Lyonnaise Des Eaux), Paris ? Ile de France. The aim is to explain: their major activities, how they do the service to their clients.

- To understand the financial project through one case study of: Prestation de Service. How do we treat problems and some feasible solution to resolve the financial problems.

TOOLS:

- Analysis of the existing organizational structure system.

- Interviews with the principal actors of the project.

- Application on the project.

Contents/In Brief:

Eau Et force (built 1928) is the major tor of water distribution in Ile de France.

Their competence and service to the client are as follows:

. Potable water, Production and Distribution from the source up to the water tap of the clients.

. Collection and treatment of the Used Water.

. Surveillance of the quality of water distribution, through their Water Station and

Treatment Plant Observation of Water Quality).

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## PROBLEMS

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Water Sales and distribution is decreasing from time to time. This is due to the people now ? not only in France - is wiser and wiser in using water. Not only because the price of water now expensive, some people realize the importance to save the nature.

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For example: We could see the utilization of the flushing system in everywhere of the toilette. 2 (two) flushing buttons for different kinds of Utilization, and this become commonly use in France.

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Therefore, Eau Et Force try to anticipate this problem (decreasing sales) by providing another service to the clients called: Prestation de Service.

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Prestation the Service is the service that provided to the client to help them with their internal installations. This work is not for free, the client will have to pay for the work.

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The process, in fact, is not so easy to implement. Financial problems appeared because different department in charge of each Prestation de Service, with different kind of reporting, responsibilities and using different sub-contractors.

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## SOLUTIONS:

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After having interviews with the Major Actors of the Prestation de Service and doing some analysis of the problem, THE WRITER realize that the problem that Eau et Force facing could be resolved with a very simple excel table that could monitor all the activities of Prestation de Service, financially. See Annexe 14-15.

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THE WRiTER then creates the excel table, together with financial staff at Eau et Force. The excel table that has been created can fulfilled with all information that needed by Finance and Accounting Department of Eau et Force, so that they can bill the customer just in time.

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In fact, this simple excel table is adopted from the same kind of table that has been used by PT. PAM LYONNAISE JAYA, Jakarta - the company where THE WRITER work for ? the same filial of ONDEO Services like Eau et Force.

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When this simple excel table -called work order- works, Eau et Force definitely has save a lot of times of monitoring financial process of billing, and also could gather

as much as possible the data of the cash flows of each departments concerned.

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With this table, Eau et Force could monitor easily the Prestation de Service activities and bill the customer without creating any delays. <br><br>

This table was implemented at Eau et Force on mid of July 2001, as soon as the Finance Director of Eau et Force got the explanations from THE WRITER.