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INTERNATIONAL FOOTPRINT

Ireland

3 Public Universities

Ghana

3 Universities

Botswana

2 Universities

Namibia

1 College
3 Universities

South Africa

23 TVET Colleges
17 Public Universities
1 Private Higher Education

Rwanda

1 University

Uganda

1 University

Zimbabwe

1 University

Swaziland

1 University

Lesotho

1 University

New Zealand

2 Institutions

Summary

40 Institutions across

11 Countries

3 Continents

INTEGRATION



Revolutionizing Academic Communication: Leveraging WhatsApp for Seamless Student Statement Delivery

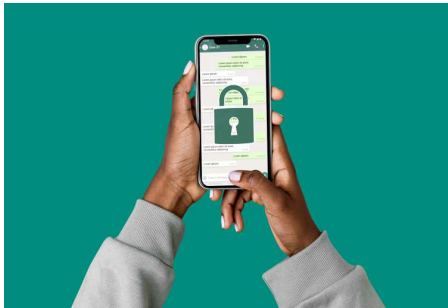
Presenter : Adapt IT



Table of Contents

- Challenges at Institutions
- About sending student statements via WhatsApp
 - Why send statements via WhatsApp?
 - Benefits of sending statements via WhatsApp
 - Success in Action: Richfield's Experience
- How the process works
- Future for sending statements via WhatsApp
- Conclusion

Challenges at Institutions



Security



Queues on Campus



Increasing debt /
Debt collection challenge



Delayed / Inconsistent
Statement Delivery



About WhatsApp Statements



Why send e-statement via WhatsApp?





Why send e-statement via WhatsApp?

To tackle these pressing problems, businesses are turning to innovative technology to make customer interactions as painless and helpful as possible for those in debt, while also providing an effective service to businesses.

In our experience, from a business perspective, WhatsApp Business API is a cost-effective solution. It reduces the time and resources spent on each customer interaction, which in turn lowers operational costs.

WhatsApp is taking ground from SMS for customer communications.

The security features of WhatsApp give customers peace of mind

Why WhatsApp Is Successful for Debt Collection Conversations





Benefits of sending statements via WhatsApp



Assist Institutions to reduce debt through efficient collection strategies



Reduces costs, enhances efficiency, and ensures timely payments.



Instant delivery ensures prompt access and efficient communication.



Reduced queues on Campus



Success in Action: Richfield's Experience



“After discussing with the Team, we are happy with the way the system generates the list of students that receive the WhatsApp statements”

Arshad Suliman, Richfield



How the process works



— ITS Seamless Integration with CUEDESK



Using CUEDESK as the distributor, we implemented a solution that generates and sends student statements via WhatsApp.



A secure integration with the ITS system, protected by token-based authentication, ensures a seamless and reliable data transfer between the two platforms.



Sending statement via WhatsApp

{FSAOR2-17} SD Statement : WhatsApp x

Batch Prompts for - j6qccc.pc

Request Number 1063550 Stylesheet (Output Format) TXT2PDF PDF Request Description

Print Statement in (L)ocal or (F)oreign Currency (A1) L

(D)eposit Transactions / (F)ee Transactions / (A)ll Trans. (A1) A

Include Contract Account Types: (Y)es / (N)o (A1) N

Override Default Accumulation Date (Y/N) (A1) N

Latest Trans Date to Include or <ENTER> for System Date (DD-MON-YYYY) 25-Apr-2024

Print (T)ransaction Date or (R)eference Date (A1) T

Lowest Student Balance in Student Currency (N18) -999999999999

Highest Student Balance in Student Currency (N18) 999999999999

Statement Message Line 1 (A70) NO MESSAGE

Statement Message Line 2 (A70)

Student Number Selection: (A)ll / (R)ange / (S)elective (A1) S

Enter Student Number or press <ENTER> to Exit (N9) 402205998

Enter Student Number or press <ENTER> to Exit (N9)

Use (P)ostal or (A)ccount Address (A1) P

Grouping of Financial Information on Statement:

(S) - per Student Only

(T)ransaction Group Code

(R) - Account Type Group and Ageement

(A) - per Account Type Only

(AG) - per Account type per Agreement Code

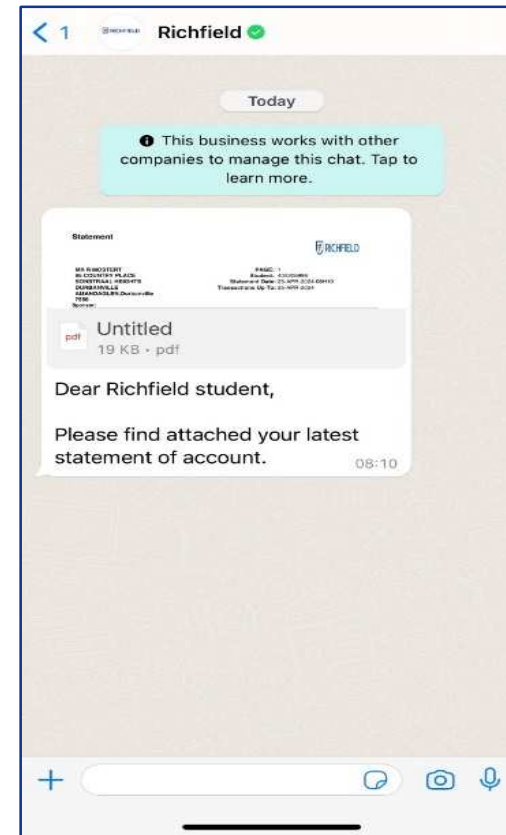
(G) - per Agreement Code Only

(GA) - per Agreement Code per Account Type

Please Enter Your Output Grouping Selection (A2) S

Print Student Aging Detail (Y/N) (A1) N

Print Notes (Y/N) (A1) N





Sending statement via WhatsApp

Date : 25-APR-2024 08H10
Program : j6qccc.pc v04.1.0.0

RGIT TEST V4.1
Students Statements Sent with WhatsApp

Page : 2

Student Number	Student Name
402205998	MR R MOSTERT

Mobile Number
27829272291

DSR Seq.No	Status
355170	Transfer of file was successful.

**** End Of Report ****

What's next?

In Phase 2, students will be able to request their statements directly via WhatsApp, making the process more accessible, user-driven, and aligned with our vision for future service improvements.



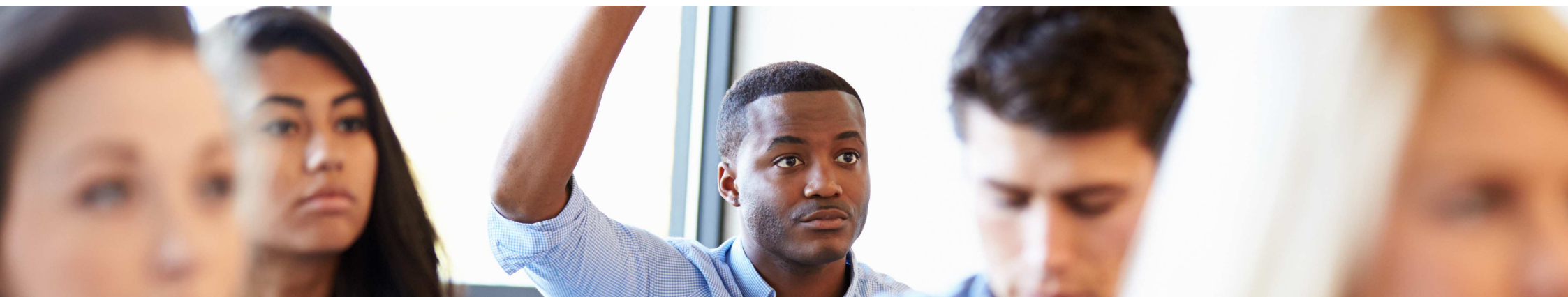


Conclusion

WhatsApp for Student statements addresses key challenges in higher education by enhancing communication, reducing costs, and improving engagement.

It offers a secure, efficient, and user-friendly solution that meets the needs of both students and institutions.

By adopting this innovative approach, educational institutions can transform their financial interactions, driving greater efficiency and satisfaction.



Questions?



www.adaptit.com