



Tshwane University  
of Technology

*We empower people*

# CLIENT EXPERIENCE

# AOD

# REFUNDS

**Presentation by:**  
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# RATIONALE & MOTIVATION

## Self-service Functionality:

- Students can apply online wherever they are.
- Reduced level of fraud.
- Limited usage of paper.
- Transactions processed can be traced back – audit trail.
- Enables more transactions processed in a week – increased productivity.



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# EXPERIENCE





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**THANK YOU**