

TABLE OF CONTENTS

INTRODUCTION.....	4
PREFACE.....	4
KEY FEATURES AND BENEFITS.....	4
DISTRIBUTOR SECTION	5
ACTIONS LIST.....	5
DISTRIBUTOR INFORMATION.....	8
ACCOUNTS SECTION.....	9
ACTIONS LIST.....	9
ACCOUNT SEARCH.....	12
ACCOUNT LIST.....	13
GENERAL INFO SECTION.....	15
REPORTS SECTION.....	17
REFUNDS.....	18

Introduction

Preface

This document provides a general overview of Distributor Interface and its functionality.

Key features and benefits

- Fully brandable: distributors can set own logo, domain name, welcome text, and notification templates
- Distributors can create calling card and pinless accounts
- Distributors can recharge existing accounts
- Distributors can refund payments
- Distributors can print receipts with logo and custom text
- Configurable sales and recharge commission
- Allows distributors to create promotional accounts
- Pre-paid and post-paid scenarios
- Advanced sales reports
- Simple and intuitive web interface
- Available in multiple languages
- SMS notifications

Distributor section

Distributor section is divided into four frames (Actions list)

The screenshot shows the 'Distributor' tab interface. At the top, there are navigation tabs: 'Distributor' (selected), 'Accounts', 'General Info', 'Reports', and 'Logout'. The main content area is divided into four frames:

- Actions List (1):** A list of actions including 'Recharge', 'Personal Information', and 'Credit Card Information'.
- Welcome! (4):** A message for visitors who are not logged in, with the text: "Text for visitors who are not logged in, do not have a user profile set up, and are not participants. For example, "Welcome to YourCompany Distributor's Portal Got a Question? Please call Agent Support! 1-XXX-XXX-XXXX"
- Distributor Information (2):** A table of distributor details:

Distributor:	Demo01
Status:	Active
Balance:	-89.88
Credit Limit:	50
Available Funds:	139.88
Currency:	USD
Accounts:	143
Sale Commission:	20%
Recharge Commission:	15%
- Short Statistics (3):** A table showing sales and commissions:

	Sale	Commission
Today:	\$0	\$0
Yesterday:	\$2	\$0.35
This Month:	\$25	\$4.9

At the bottom of the Short Statistics frame, there is a 'Refresh Information' button.

Fig. 1 - Distributor tab

Actions list

Actions list, item 1

- Clicking on the **Recharge** button allows a distributor to recharge their balance.

Recharge

Credit Card Information

Payment Method
VISA
Credit Card No.:
1111xxxxxxx4444
Exp. Date:
2012-10-31
Name on Credit Card:
Demo
Address:
Address
Postal Code/Zip:
111222

Payment Amount

Amount

Make Payment

Fig. 2 - Balance recharge form

- **Personal Information** button allows a distributor to edit contact information, change the password, and the Time Zone.
- Before recharging the balance, a distributor should click the **Credit Card information** button and fill in the fields on the screen (Fig. 3 - Credit Card information)

Credit Card Information

Payment Information

Payment Method

Credit Card No.

Exp. Date

CVV2

Name on Credit Card

Address

Postal Code/Zip

Edit

Fig. 3 - Credit Card information

Distributor Information

Actions list, item 2

This section contains information about the distributor. The system supports two types of commission: sale commission and recharge commission. When the distributor performs a financial operation, the system reduces their balance for the specified amount minus the commission.

For example, if the distributor's sale commission is 20% and he sells a calling card with \$10, he will be charged \$8, if distributor's recharge commission is 15% and he sells a voucher or recharges an existing account for \$10, he will be charged \$8,50.

Short statistic (Actions list, item 3)

This section shows total sales for today, the previous day, and the summary for the month. Detailed statistic is available in the Reports section.

Information frame (Actions list, item 4)

This section contains custom text. It can be changed by the administrator.

Accounts section

Accounts section is the main operational section. All customer account related actions (adding, recharging, reviewing) are performed here. The section is divided into three frames

Actions List

- Add Pinless Account **1**
- Show Pinless Accounts
- Add Calling Card Account
- Show Calling Card Accounts
- Add Voucher
- Show Voucher List
- Add Promo Account

Account Search **2**

Account List **3**

Search

Number	Balance	Blocked	Activation Date
020160	10.22	N	2012-07-08
100500100500	121.1	N	2012-01-11
100565564747ppp	23	N	2012-03-29
1020020020	17	N	2012-05-27
1050	51	N	2012-01-12
10508621529	38	N	2012-06-18
11	1	N	2012-07-08
1100500333	17	N	2012-04-05
112233	1	N	2012-07-19
1123	1	N	2012-07-08
1123123123123	16	N	2012-04-12
11232	5	N	2012-07-08
11234456	145	N	2012-05-10
113474891315	9	N	2012-05-31
12	2	N	2012-07-04
1213254658462165476952136547951	10	N	2012-06-28
12222222	3	N	2012-04-12
123	32	N	2012-07-08
123232323	2	N	2012-04-12
123246345875689	20	N	2012-07-10

Showing 1 to 20 of 62 entries

First Previous **1** 2 3 4 Next Last

Fig. 4 - Accounts section

Actions list

Fig. 4 - Accounts section, item 1

- **Add Pinless Account** button will open a new screen where a new pinless account can be created. The distributor should enter the customer's phone number into the **Account ID** field, **opening balance** (this amount minus commission will be deducted from the distributor's own balance), and a **description**. Optionally, the distributor can add associated numbers to the pinless account. Additional customer information can be entered, but is not mandatory.

Fig. 5 - Adding a new Pinless account

TIP: The customer can receive an SMS or email notification with custom text when the distributor adds a Pinless account for him. SMS and email notifications are disabled by default.

- **Show Pinless Accounts** button will open a list of Pinless accounts created by the distributor.
- **Add Calling Card Account** button will open a new screen where a new calling card can be created. The distributor should enter **opening balance** (this amount minus commission will be deducted from the distributor's own balance).

Fig. 6 - Adding a new calling card

- **Show Calling Card Accounts** button will open a list of Calling Card accounts created by the distributor.

- **Add Voucher** button allows creating a [new voucher that can be used for recharging](#) account. To generate a new voucher, the distributor should enter the voucher amount (this amount minus commission will be deducted from the distributor's own balance) and press the **Create New Voucher** button. The system will create a new voucher and add it to the available vouchers list. To sell a voucher, the distributor should open the list of available vouchers, choose the needed voucher, and press the **Print Voucher** button. The system will remove it from the list and print a receipt for the customer (Fig. 7 - Creating a voucher).

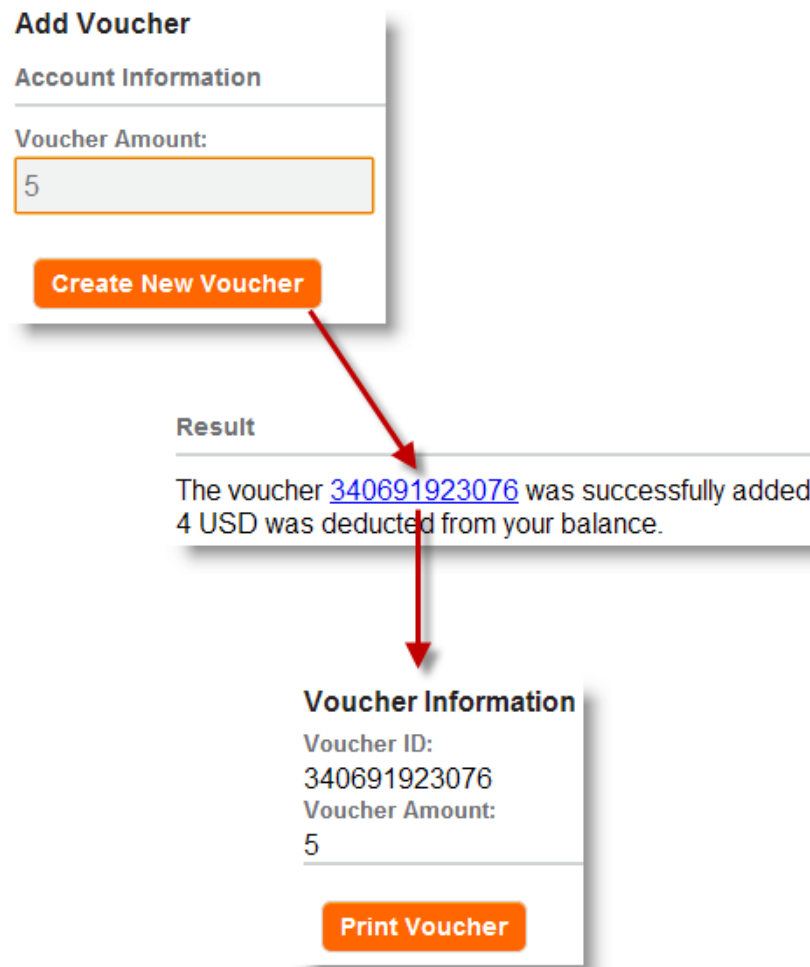


Fig. 7 - Creating a voucher

- **Add Promo Account** button allows creating promotional accounts. Opening balance of the promotional accounts is not deducted from the distributor's own balance.

NOTE: Adding of promotional accounts is disabled by default.

Add Promo Account

Account Information

Account ID:

Opening Balance:
1 USD

Create Promo Account

Fig. 8 - Creating a new promo account

Account Search

Fig. 4 - Accounts section, item 2

The global account search allows searching across all accounts in the environment to recharge account's balance (the recharge amount minus commission will be deducted from the distributor's own balance).

Account search
115104324078

Search

Account information

Summary

Account ID:
a115104324078

Balance:
10

Product:
my_test

Recharge

Amount

Make payment

Fig. 9 - Global search option

NOTE: The global search option is disabled by default.

TIP: The distributor can quickly add a new pinless account with the help of account search field.

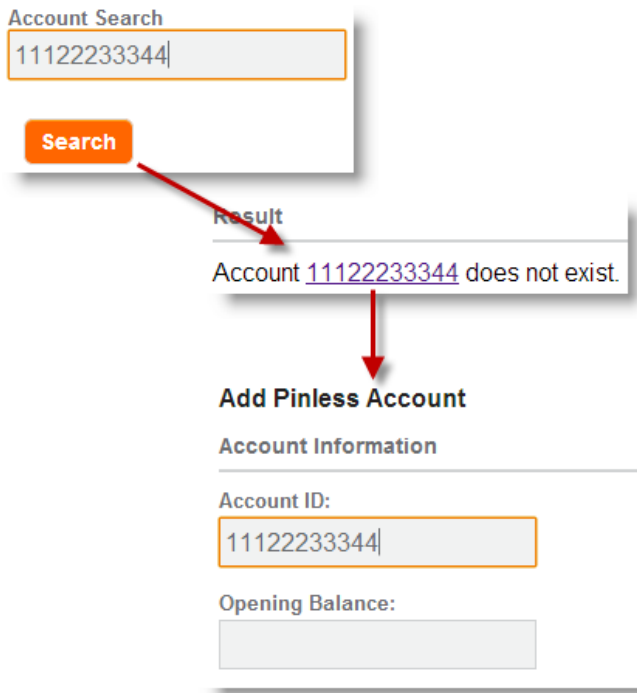


Fig. 10 - Quick account creation

Account list

Fig. 4 - Accounts section, item 3

Account list shows accounts created by the distributor. It is possible to change the sorting order of the results by clicking on a column header.

Show Pinless Accounts button will open a list of Pinless accounts; **Show Calling Card Accounts** button will open a list of Calling Card accounts.

The quick search field can be used to find an account.

Account List

Number	▲ Balance ▼	Blocked ▼	Activation Date ▼
020160	10.22	N	2012-07-08
100500100500	121.1	N	2012-01-11

Fig. 111 - Quick search field

TIP: The distributor can add an associated number to an account. The associated number will be able to use pinless service and will share product and balance with their parent account. To add an associated number, open the info page of a Pinless account, scroll down to the bottom of the page, enter the number into the **Associated Numbers** field, and press the **Add** button. An associated number can be also added during the pinless account creation.

The image shows a sequence of three screenshots illustrating the process of adding an associated number. The top screenshot is a table with the following data:

a123232323	1	N	2012-04-12
a1234523452345	100	N	2012-05-03
a133333333	0	N	2012-04-12

The middle screenshot shows the 'Associated Numbers' section of the interface. It features a text input field containing the number '123654987' and an orange 'Add' button. A red arrow points from the first row of the table in the top screenshot to the input field.

The bottom screenshot shows a 'Result' box with the message: 'Alias [a123654987](#) was successfully added'. A red arrow points from the 'Add' button in the middle screenshot to this result box.

Fig. 122 - Adding an associated number

General Info section

General Info section gives access to the **Rate Calculator** tool. The tool allows to check rates in a quick and easy way.

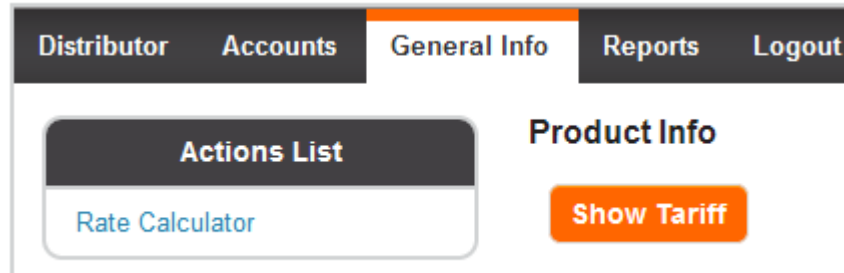


Fig. 133 - General Info section

To launch the **Rate Calculator**, choose the needed tariff and country and press the **Show rates** button.

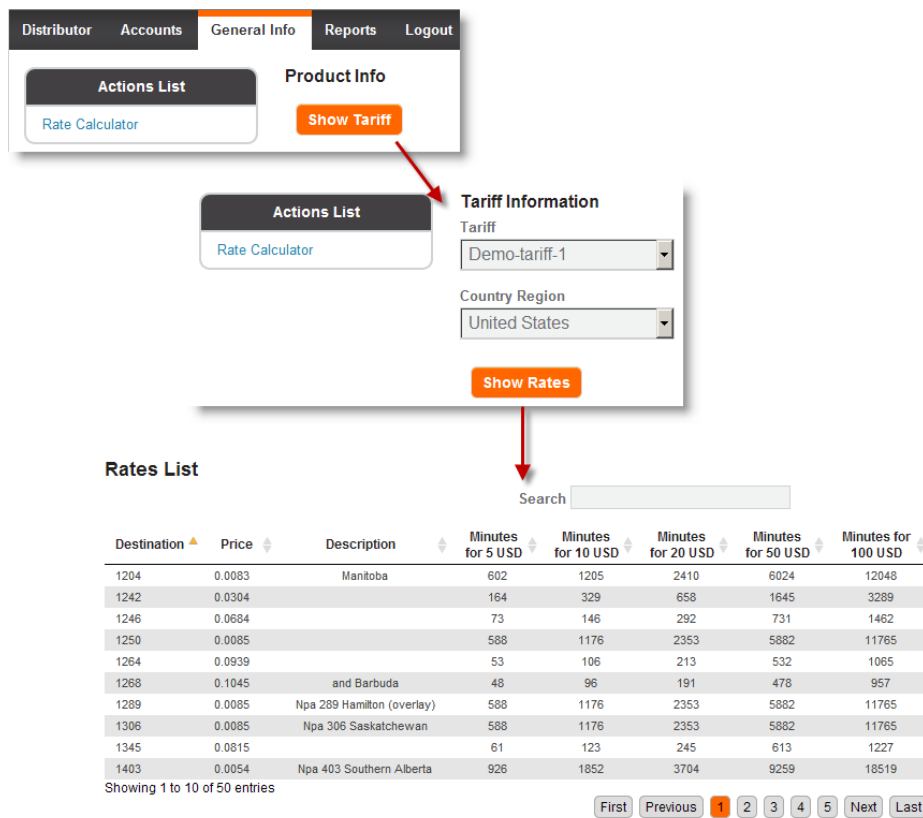


Fig. 144 - Rate Calculator

Rate Calculator shows price of calls to the destinations available in the tariff, and automatically calculates the maximum amount of minutes available to the customers for predefined amount of money (\$5, \$10, \$20, \$50, \$100).

Rates List

Search

Destination ▲	Price ◆	Description ◆	Minutes for 5 USD ◆	Minutes for 10 USD ◆	Minutes for 20 USD ◆	Minutes for 50 USD ◆	Minutes for 100 USD ◆
1204	0.0083	Manitoba	602	1205	2410	6024	12048
1242	0.0304		164	329	658	1645	3289
1246	0.0684		73	146	292	731	1462
1250	0.0085		588	1176	2353	5882	11765
1264	0.0939		53	106	213	532	1065
1268	0.1045	and Barbuda	48	96	191	478	957
1289	0.0085	Npa 289 Hamilton (overlay)	588	1176	2353	5882	11765
1306	0.0085	Npa 306 Saskatchewan	588	1176	2353	5882	11765
1345	0.0815		61	123	245	613	1227
1403	0.0054	Npa 403 Southern Alberta	926	1852	3704	9259	18519

Showing 1 to 10 of 50 entries

[First](#)
[Previous](#)
1
[2](#)
[3](#)
[4](#)
[5](#)
[Next](#)
[Last](#)

Fig. 155 - Rates list

Reports section

Reports section allows to check distributor's statistics and shows all actions performed by the distributor during a given period of time.

Detail Report

Search

Date	Account ID	Transaction Type	Amount
2012-08-12	a100500100500	Account Refund	-2
2012-08-12	a100500100500	Account Refund	-2
2012-08-13	a100500100500	Account Refund	-0.1
2012-08-13	cc08970612	Account Refund	-2
2012-08-13	a100500100500	Account Refund	-10
2012-08-13	a100500100500	Account Refund	-4
2012-08-13	a100500100500	Account Refund	-1
2012-08-13	a100500100500	Account Refund	-5
2012-08-13	a100500100500	Account Refund	-2
2012-08-14	141622869163	New Voucher	10
2012-08-18	a380508621528	New Pinless Account	50
2012-08-18	a380508621528	Account Refund	-50
2012-08-18	a380508621528	New Pinless Account	50
2012-08-23	a100500100500	Account Refund	-10
2012-08-23	a100500100500	Account Recharge	10
2012-08-23	a100500100500	Account Refund	-10
2012-08-23	a100500100500	Account Recharge	10
2012-08-23	a100500100500	Account Refund	-10
2012-08-23	a100500100500	Account Recharge	10
2012-08-23	a100500100500	Account Recharge	10

Showing 1 to 20 of 36 entries

First Previous 1 2 Next Last

Fig. 166 - Reports section

To check a report, open the **Detail report** page, click on **From Date** and **To Date** fields, pick the dates and press **Show Report** button.

From Date: To Date: Show report

Detail re

May 2012

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Fig. 177 - Picking a date

Refunds

To refund a transaction, the distributor should open the info page of a Calling Card or a Pinless account, enter the refund sum into the **Amount** field, and press the **Refund** button.

The screenshot illustrates the refund process in the distributor interface. At the top, a table lists account details:

Number	Balance	Blocked	Activation Date
10508621529	39	N	2012-06-18

Below the table, the 'Pinless Account Information' section is displayed. It includes a 'Summary' with the following details:

- Account ID: a10508621529
- Balance: 39
- Product: Demo-product-1

At the bottom of this section, there are two input fields for 'Recharge' and 'Refund' amounts, each with a corresponding 'Make Payment' or 'Make Refund' button. The 'Refund' amount field is set to 10.

A confirmation dialog box appears, stating: "You are about to make a refund in the amount of 10 USD. Please confirm." with 'OK' and 'Cancel' buttons.

Finally, a 'Result' message is shown: "The account [a10508621529](#) was successfully refunded. New balance of the account is 29 USD. 8.5 USD was added to your balance."

Fig. 188 - Refunding a transaction

NOTE: The distributor should keep in mind that, depending on the refund amount, the system will add a different amount to the distributor's own balance. If the refund sum is less than the account balance, the system assumes that it is a refund of a recharge operation and will compute the amount that should be added to the distributor's own balance, based on the recharge commission. If the refund amount is equal to the account balance, the system assumes that it is a full refund of the amount that was paid at account creation and uses the sale commission.

For example, assume the distributor's sale commission is 20%, the recharge commission is 15%, and the balance of the account is \$10.

- If the distributor requests a refund of \$8, the system will deduct \$8 from the account balance and add \$6.8 to the distributor's own balance (based on 15% recharge commission).

- If the distributor requests a refund of \$10, ~~the system will deduct \$10 from the~~ account's balance and add \$8 to the distributor's own balance (based on 20% sale commission).