



User

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Introduction

Key features and benefits

- Secure and reliable solution for an unlimited number of distributors.
- Simple and intuitive web interface.
- Fully brandable, so your distributors can use their own logo, domain name, welcome text, branded receipts, notification templates and more.
- Distributors can create and recharge accounts for Calling Cards, Pinless, Mobile Top-Up and other services.
- Distributors can refund payments.
- Configurable sales and recharge commission.
- Option to allow your distributors to create promotional accounts.
- Pre-paid and post-paid scenarios.
- Advanced sales reports.
- Mobile friendly.
- Available in multiple languages.
- Option for SMS notifications via your SMS provider.

Distributor section

Distributor section is divided into four frames.

Your logo here
(max size 360x80)

 Distributor Accounts Mobile Topup Reports

Recharge 1

Personal Information

Credit Card Information

Distributor Information

Distributor: distribdemo01

Status: Active

Balance: 268.36

Credit Limit: 2 300

Available Funds: 31.64

Currency: USD

Accounts: 143

Sale Commission: 20%

Recharge Commission: 10%

PrepayNation Commission: 10%

Short Statistics 3

| Time Range | Sale | Commission |
|-------------|---------|------------|
| Today: | \$0 | \$0 |
| This Month: | \$13 | \$2.6 |
| Last Month: | \$41.01 | \$7.2 |

[Refresh Information](#)

4

Figure 1. Distributor tab

Actions list

Figure 1, item 1

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

Recharge

Credit Card Information

Payment Method: MasterCard

Credit Card No.: 5555xxxxxxxx5555

Exp. Date: 2018-02-28

Name on Credit Card: foo bar

Address: address

Postal Code/Zip: 66645

Amount:

[Make Payment](#)

[Make Payment via PayPal](#)

Figure 2. Balance recharge form

NOTE

Distributor can recharge balance via PayPal if this option is enabled by the administrator.

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

Credit Card Information

| | |
|----------------------|---|
| Payment Method: | <input type="text" value="MasterCard"/> |
| Credit Card No.: | <input type="text" value="5555xxxxxxxx5555"/> |
| Exp. Date: | <input type="text" value="02"/> <input type="text" value="2022"/> |
| CVV2: | <input type="text"/> |
| Name on Credit Card: | <input type="text" value="foo bar"/> |
| Address: | <input type="text" value="address"/> |
| Postal Code/Zip: | <input type="text" value="66645"/> |
| | <input type="button" value="Save"/> |

Figure 3. Credit Card information

NOTE

The Credit Card information will be securely saved and the distributor will not need to enter it next time.

Distributor Information

Figure 1, item 2

This section contains information about the distributor. The system supports two types of commission: sale 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 the distributor's recharge commission is 15% and he recharges an account for \$10, he will be charged \$8.50 for the transaction.

Short statistic (Figure 1, 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 (Figure 1, item 4)

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

Accounts section

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

| Number | Balance | Blocked | Activation Date |
|--------------|---------|---------|-----------------|
| 020030040 | 13 | N | 2015-04-18 |
| 020030041 | 0 | N | 2015-04-18 |
| 020123455455 | 35 | N | 2016-08-26 |
| 020123455555 | 15 | N | 2016-08-26 |
| 02012345678 | 30 | N | 2016-08-26 |
| 020345345345 | 15 | N | 2016-08-26 |
| 121234567989 | 15 | N | 2013-12-06 |
| 121265198225 | 10 | N | 2017-03-08 |
| 12128122196 | 1 | N | 2015-06-23 |
| 123444444 | 0 | N | 2015-05-01 |
| 12345454545 | 15 | N | 2016-08-26 |
| 1234567856 | 0 | N | 2015-03-12 |

Figure 4. Accounts section

Actions list

Figure 4, 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.

Add Pinless Account

Account Information

Account ID:

Opening Balance:

Product:

[Create Pinless Account](#)

Associated Numbers

[Add](#)

[> Additional Information](#)

Figure 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).



The screenshot shows a web form titled "Add Calling Card Account". Under the heading "Account Information", there are two input fields. The first is labeled "Opening Balance:" and is an empty text box. The second is labeled "Product:" and is a dropdown menu with the text "#General_product" and a downward arrow. Below these fields is a blue button with the text "Create Calling Card".

Figure 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 an 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.

Add Voucher

Account Information

Voucher Amount:

Product:

[Create New Voucher](#)

Figure 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

Product: #General_product

Create Promo Account

Figure 8. Creating a new promo account

- **Add Callback Account** button allows creating accounts for callback service. The configuration of the account is similar to Pinless accounts.
- **Add SIP Account** button allows to add an account that can be registered on a softphone or a SIP device. ID of the account can be entered manually or automatically generated. The distributor should define an email address for the customer. As soon as the account is created a welcome email notification with credentials and configuration instructions will be sent out.
- **Show SIM Accounts** button will list SIM card accounts assigned to the distributor. This option is disabled by default.

Account Search

Figure 4, 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).

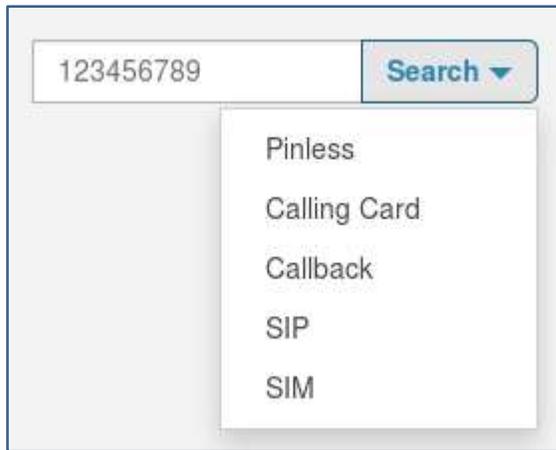


Figure 9. Global search option

NOTE

Global search option is disabled by default.

TIP

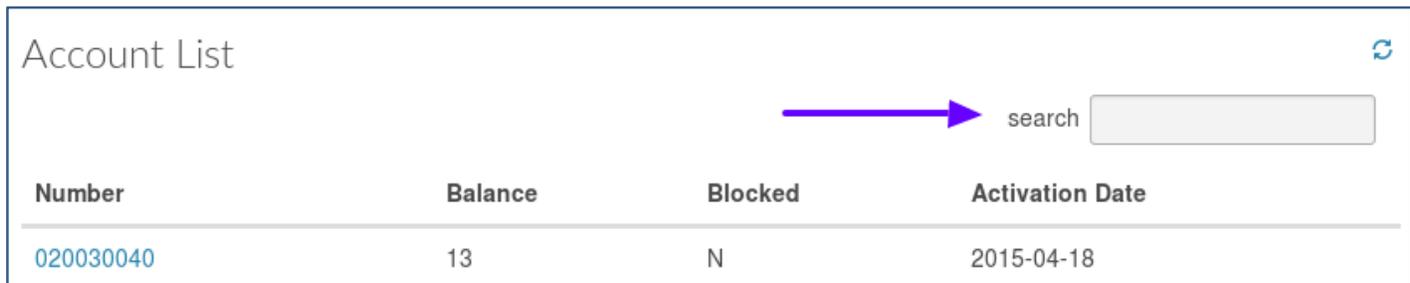
The distributor can quickly add a new Pinless account with the help of the account search field.

Account list

Figure 4, 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.

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



The screenshot shows the 'Account List' interface. At the top left is the title 'Account List' and a refresh icon at the top right. Below the title is a search bar with the label 'search' and a text input field. A purple arrow points from the search bar to the right. Below the search bar is a table with the following columns: 'Number', 'Balance', 'Blocked', and 'Activation Date'. The table contains one row of data.

| Number | Balance | Blocked | Activation Date |
|-----------|---------|---------|-----------------|
| 020030040 | 13 | N | 2015-04-18 |

Figure 11. Quick search field

TIP

The distributor can add an associated number to an account. The associated numbers 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.

Associated Numbers

| | |
|----------------------|---------------|
| <input type="text"/> | Add |
| 1122334455 | Delete |

Figure 12. Adding an associated number

Mobile Top-Up section

The Mobile Top-Up section allows the distributor to recharge a mobile phone in virtually any country around the globe. The administrator will need to open an account with one of the integrated Mobile Top-Up providers.

The exact steps needed for Top-Up may vary depending on the country or carrier type. But general steps are:

- Select a country
- Select a carrier (mobile operator)
- Select the recharge amount or enter it manually
- Enter the recipient's phone number
- Enter the sender's phone number

NOTE

Mobile Top-Up functionality requires additional configuration and is disabled by default.

Carrier Type: Domestic International

Country Region: CYPRUS

Carrier: MTN Cyprus

Product: MTN Cyprus \$7.00

Amount: 7

Mobile: 35796123456

Sender Mobile: 19051234567

Make Payment

Figure 13. Mobile Top-Up section

Reports section

Reports section gives access to the **Rate Calculator** tool and the distributor's statistics.



Figure 14. General Info section

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



Figure 15. 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 a predefined amount of money (\$5, \$10, \$20, \$50, \$100).

Product Info ↻

Product:

[Show Tariff](#)

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 |
|-------------|--------|----------------|-------------------|--------------------|--------------------|--------------------|---------------------|
| 55 | 0.0215 | | 233 | 465 | 930 | 2326 | 4651 |
| 5511 | 0.0227 | Sao Paulo | 220 | 441 | 881 | 2203 | 4405 |
| 5521 | 0.0093 | Rio De Janeiro | 538 | 1075 | 2151 | 5376 | 10753 |
| 55009 | 0.0243 | Mobile | 206 | 412 | 823 | 2058 | 4115 |

Figure 16. Rates list

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

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.

Detail Report



Print

search

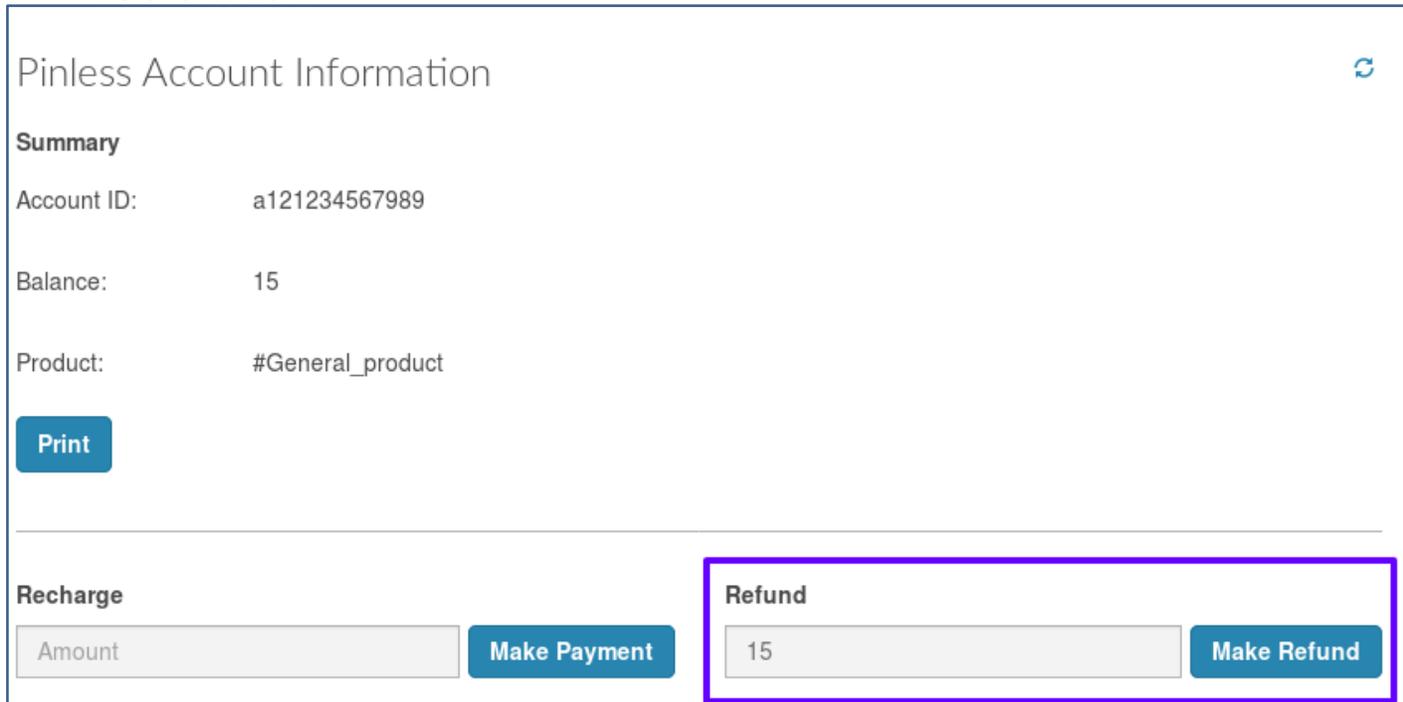
| Date | Account ID | Transaction Type | Amount |
|----------------------|---------------|----------------------|--------|
| 10-15-2017 04:101:14 | cb020553344 | New CallBack Account | 1 |
| 10-21-2017 09:101:00 | a1236549855 | New Pinless Account | 10 |
| 10-21-2017 09:101:16 | a020030040 | Account Recharge | 10 |
| 10-21-2017 09:101:19 | cc04054915 | New Calling Card | 10 |
| 10-21-2017 09:101:30 | 132264402646 | New Voucher | 10 |
| 10-21-2017 09:101:50 | a326589221 | New Promo Account | 0 |
| 11-03-2017 03:111:05 | a9995556666 | New Pinless Account | 1 |
| 11-03-2017 03:111:19 | a9995551654 | New Pinless Account | 1 |
| 11-03-2017 11:111:38 | a123456789012 | New Pinless Account | 1 |
| 11-08-2017 10:110:57 | a3807905098 | New Pinless Account | 10 |

first previous 1 next last

Figure 17. Detail report

Refunds

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



Pinless Account Information ↻

Summary

Account ID: a121234567989

Balance: 15

Product: #General_product

[Print](#)

Recharge [Make Payment](#)

Refund [Make Refund](#)

Figure 18. 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, let's assume that 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).