



الأندلس للبرمجيات
AL-ANDALUS SOFTWARE DEVELOPMENT

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ASD Telecom E-POS

EPOS is a new POS system targeted for Telecom operators and builds on the 13 years of working with different Telecom Operators

Why we need EPOS ?

- New and more Enhanced functions to respond to the growing business changes.
- Benefits for users and customers
- Increase speed and efficiency of the POS process via adopting new technology
- Add more computerized work such as allocation for quota for showrooms etc.

Main New Business Features -1

- New Sales Process
- New Sales Policy with Installment & Commitments
- Sales Exceptions, monitoring
- Optional Integration with Existing customer profile/subscriber systems (CRM,Billing etc)

Main New Business Features -2

- We changed and rebuilt EPOS to employ new Technology that is more responsive and modern with today's Tablet era.
- While, keeping the old useful business functions available.

Main New Business Features -3

- Corporate Vouchers
 - Reserving Serials
 - Swap Quota /Sales Quota for showrooms
 - Optional Integration with Billing system to transfer monthly installments & commitments
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Main New Business Features -3

- Customer Deposits/Insurances
- Customer Refund
- A special system module to handle monthly installments & commitments

Main New Business Features -4

- Optional Thermal Printing in addition to A4 paper printouts
- Cashier/User movement across showrooms with Approval WorkFlow.
- Cheque Flow System.

More

- We changed and rebuilt EPOS to employ new Technology that is more responsive and modern with today's Tablet era.
- While, keeping the old useful business functions available.

EPOS User Experience

- ✓ Time and efforts saved while working on the system
- ✓ One Screen to add all sales transactions
- ✓ No setup for clients/User machines
- ✓ Can be accessed from any browser

Sales Process

- ✓ Sales Process has got more improvements and optional link to external data keeping subscriber/customer information
- ✓ Quick , Short one screen to do all vouchers (cash invoice, installment, commitments etc)
- ✓ More control and an automated process of giving commitment discounts, installments etc.

Sales Policy

- ✓ Sales Process is governed by more rules for easy setup and follow-up
- ✓ However, using no rules option is still available
- ✓ Sales Policy Setup relies on the following :
 - ✓ Customer Classification (Silver, Gold etc)
 - ✓ Product/Item Classification (Low Tier, High Tier etc)
- ✓ Branch

Customer Profile Integration with Billing Data

- ✓ PostPaid/Prepaid data can be read from a Telecom database.
- ✓ This is important to identify status of existing mobiles such as disconnection, classification etc.
- ✓ This data can be used to create campaigns or discounts for customers.

Campaigns

- Set up a campaign for customers mostly taking installments & commitments.
 - Define parameters such as stocks, showrooms etc.
 - Define percentages for each month if monthly type is used.
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Bundles

- Predefined packages of items to be sold together
- Define total price for package.
- If items sold together as part of the bundle , discount will be applied.

Reserving Serials

- Reserve serial numbers for stocks(i.e handsets etc) for future use.
 - Good if a deal is being prepared and is being finalized before doing the Sales Invoice.
 - Mostly beneficial for Corporate sales.
 - Serials can be unreserved if deal didn't go through.
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User Movement across Branches

- POS users can be moved temporarily from one showroom to another.
- Currently the system administrator manually asks the POS system to move the user to the new branch.
- In the EPOS, requests will be initiated via the user himself and then approved by the supervisors (both old and new branch).

Sales Exceptions

- For (Commitment & Installment)
 - There are restrictions for number of installments and commitments that can be used for each mobile as part of Sales Policy
 - To pass this rule, an sales exception must be submitted by user and waits for approval from System Admin before invoice can be issued.
 - This can be generalized to other functions.
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Integration and & Billing Tracking

- For Installments/Commitment
- Details for each month to reconcile for billing
- Plus ,
 - Rescheduling
 - Freezing
 - Close
 - Re-Activate
 - Change Mobile

Billing Tracking-2

- Previous Operations can be done on whole installments or for certain month.
 - Prepare and see data in EPOS before being confirmed.
 - Send Data directly to Billing system via an API or an excel sheet if no connection is available
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Free Gifts and Items showroom Quota

- Items dispensed as part of Sales Delivery can be either :
 - Free : Justification is needed
 - Part of Branch Quota : Quota allocated must not be exceeded.
- Needs to define Quota setup at start of each year.

Quota

- Annual Quota (Budget) is set as a whole amount for one year, all showrooms
 - Then divided across periods (months, quarters)
 - Showrooms are then allocated amounts per period
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Quota use

- Quote will be used in :
 - Sales Delivery voucher
 - Invoice to extend free amount to a subscriber
 - Quota amounts can be adjusted during the year
 - Full Reporting on allocated and used Quota is provided.
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Corporate Vouchers

- Specially designed for Corporate sales to sell more than one item /one customer as one batch.
- Can be done as cash invoices or installments or commitments or a combination of 2 or 3 types.
- Instead of selling multiple items one by one , it can be uploaded from an excel sheet

VAT (Tax) Management

- Changes to VAT system from time to time (Easy Configuration)
- Difference in VAT in POS Branches (GAZA, West Bank)
- Special VAT Rates for stocks (Same V.A.T (Tax) rates for Scratch cards)
- Applied on Reports and Printouts

Insurances & Customer Deposits

- Receive customer deposits as an insurance for a service (Postpaid : International calls etc)
- Record this data in the system with numerous reporting and mechanisms (i.e change from one type to another)
- Change to a another Mobile No.

Customer Refund

- Special workflow system to return back the insurance to the customer .
 - Special Payments with Workflow mechanism for customers.
 - I.e : Payments to winners in promotions (can be collected from any showroom)
 - Full accounting and reporting tracks.
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On-Receiveable Invoice

- Special Invoice to be paid automatically via a special payment method
- This may be helpful for maintenance invoice/swap of items or when debit will be applied for a special payment method

Manual Return Sales

- Return Sales Vouchers not linked to Sales Invoices.
- Anything can be returned even if it was sold in another showroom.

Customer Cheques

- A Handy way of collecting and depositing customer cheques by Showrooms
 - Bank branches are assigned for each showroom
 - Cheques deposited will be recorded by showrooms from the POS itself with special reports (including handling NSF cheques)
 - Full accounting and track by POS management
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Price Management

- Multiple Prices per Stock / Item (actually infinite)
- All price levels are under administrator control (date , time , price , customers type).
- Prices per Stock
- Prices Per Branch
- Activation / Deactivation of certain prices at any time

Thermal Printing

- Change and adapt print outs including support to thermal printers to save on paper and remove need to fill in ink .
- Thermal printouts can be customized by adding advertisements /promotions notes etc.

Data Migration

- EPOS guarantees that there is no need for data migration
- EPOS and POS can live together for transitional period without problems

EPOS Technology

- Designed with new technology for years to come. POS is now 13 years old and still running.
- Changes and upgrades in databases such oracle upgrades are compatible with EPOS.

Contact Us

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Thanks