



الأندلس للبرمجيات
AL-ANDALUS SOFTWARE DEVELOPMENT

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Al-Andalus Software Development
& Technology Co. (ASD)

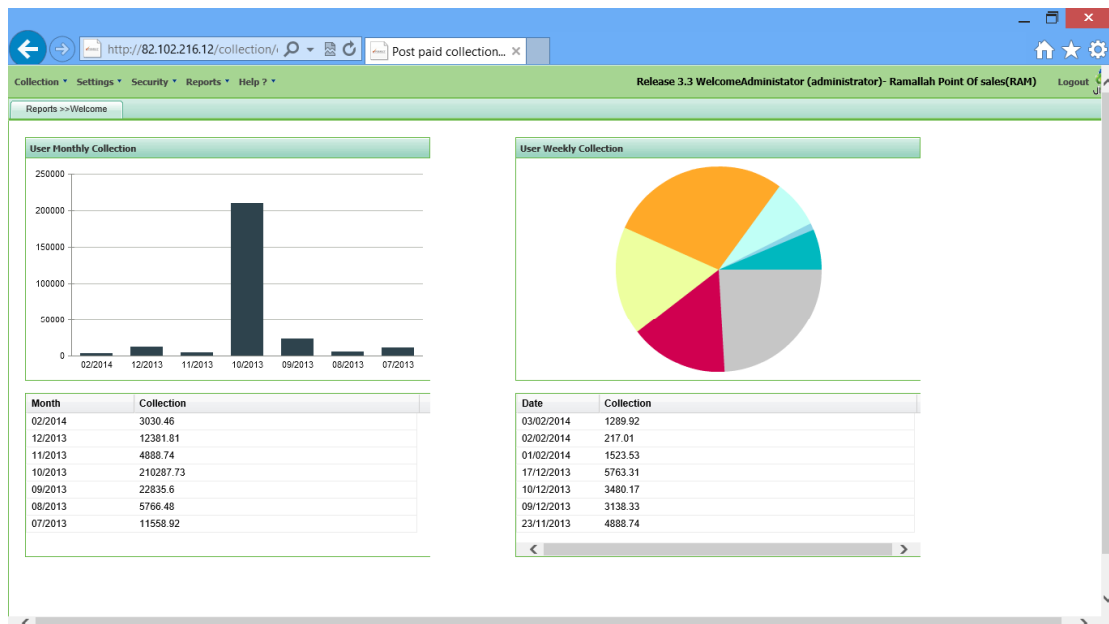
Perfect Post – Paid Collection System

Product Overview
2014

Overview

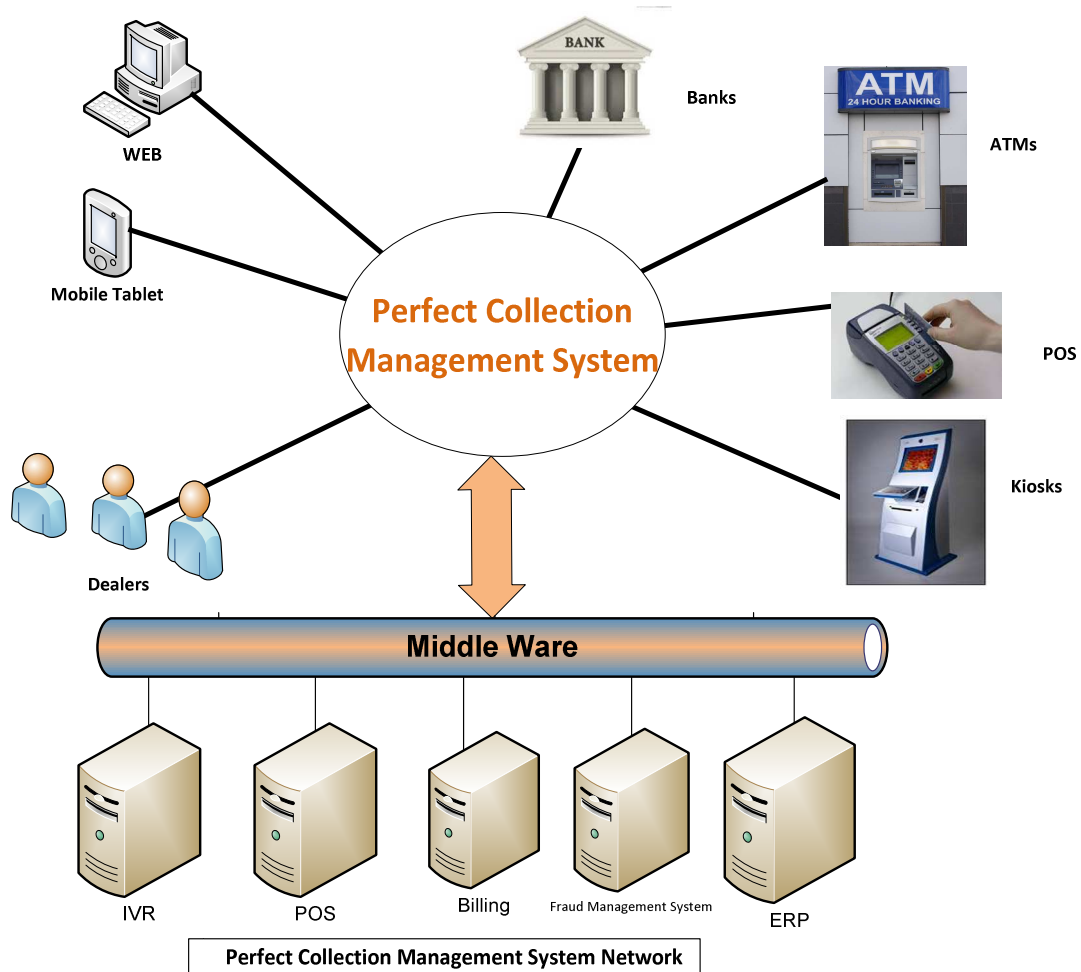
‘This system provides a mechanism to collect post-paid subscribers’ payments from the different showrooms and sales points and is dedicated to Telecommunication operators’

Perfect Postpaid Collection System is a unique and integrated software platform, which allows mobile phone and fixed-lines operators to manage all payments collection operations and functions from their post-paid subscribers. The system facilitates the payment process for the subscriber and enables the operator to offer new payment alternatives and services. In other words, Perfect Collection System is a subscriber-focused system.



This system represents a true breakthrough in payment collection for the telecommunication industry as it implements a model, which is far superior to traditional offline collection methods. Through standardized online interfaces to a variety of payment channels such as banks, dealer and POS

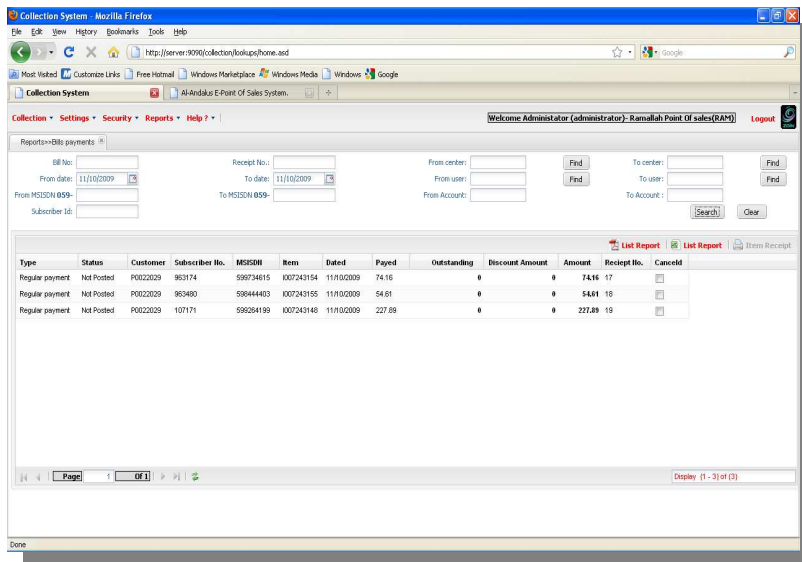
networks, and an internet portal, the system presents unpaid invoice information to the subscriber; validates their authenticity; offers a variety of secure options for payment; receives payment and updates the operator's billing information, all online and in near real-time. It also enables the operator to carry out online monitoring of cash flow, thus reducing operational expenses for both the operator and the collection intermediaries, by automating all the required processes such as end-of-day settlement.



How the System Works?

The Perfect Post-Paid Collection System maintains its own configurable database of unpaid and paid invoices, which is fed by the billing system or the data warehouse system, either online or via batch transfers.

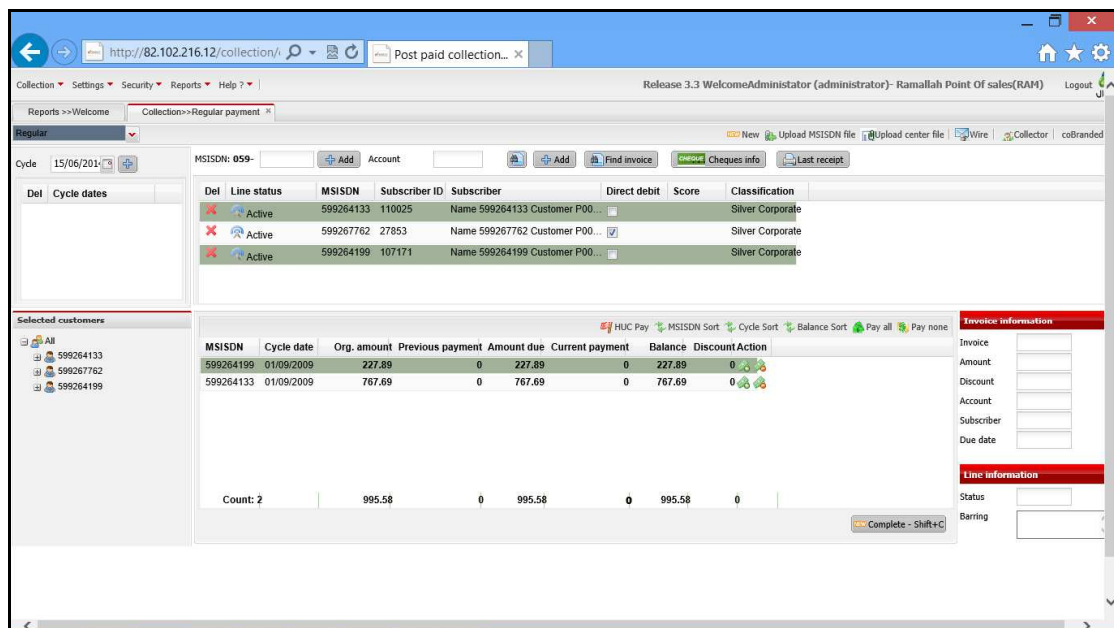
This information is presented through a range of online channels, on an on-demand basis. The database is updated in real-time by payment transactions, and advices are sent to the operator's billing and other systems.



Dealer Network Management

Via on-line connection between the operator and the dealers, it is possible for operator to monitor and manage all transactions in near real-time. This approach to dealer management goes far beyond a conventional partner relationship management system as it provides capabilities that let the operator build a strong and closely linked collaborative relationship with the dealers. By using this system the operator can:

- Manage commissions and incentive payments automatically
- Analyze and support dealer performance
- Segment and authorize the dealer network
- Manage deposit payments
- Perform automatic reconciliation



The screenshot displays a web-based interface for managing dealer networks. The main window shows a list of subscribers with columns for Del, Line status, MSISDN, Subscriber ID, Subscriber, Direct debit, Score, and Classification. Below this, there is a detailed view of payment information for selected customers, including MSISDN, Cycle date, Org. amount, Previous payment, Amount due, Current payment, Balance, and Discount Action. The interface also includes navigation menus, a search bar, and various utility buttons.

Del	Line status	MSISDN	Subscriber ID	Subscriber	Direct debit	Score	Classification
Active	Active	599264133	110025	Name 599264133 Customer P00...			Silver Corporate
Active	Active	599267762	27853	Name 599267762 Customer P00...			Silver Corporate
Active	Active	599264199	107171	Name 599264199 Customer P00...			Silver Corporate

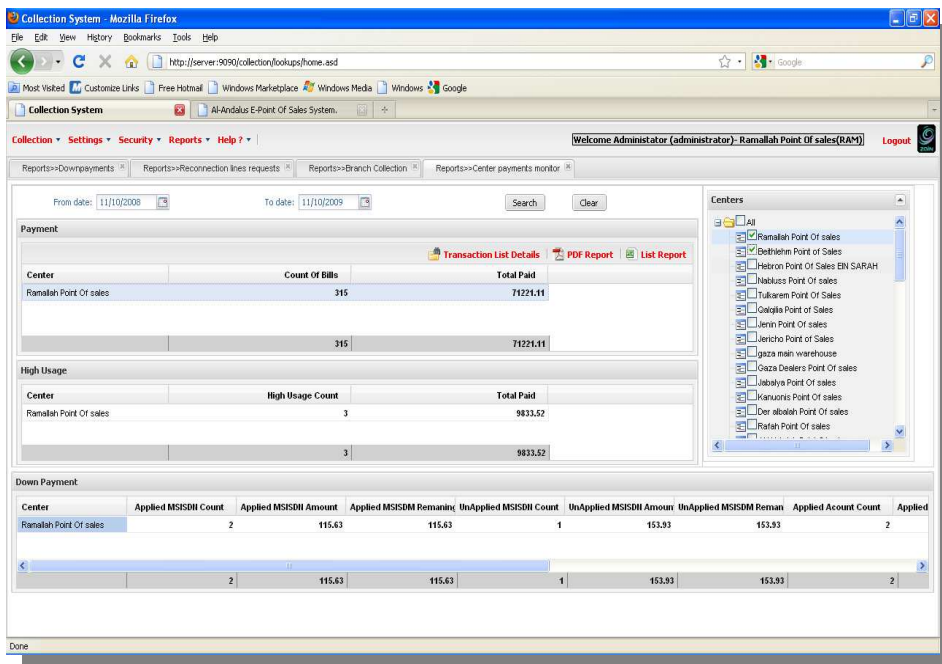
MSISDN	Cycle date	Org. amount	Previous payment	Amount due	Current payment	Balance	Discount Action
599264199	01/09/2009	227.89	0	227.89	0	227.89	0
599264133	01/09/2009	767.69	0	767.69	0	767.69	0

Count: 2 | 995.58 | 0 | 995.58 | 0 | 995.58 | 0

Financial Reconciliation Module

The system can be integrated with the Point of Sale (PoS) system and any Financial Suite such as Oracle Financial package. The financial reconciliation module gives operators the power to manage all commissions and value dated operations with the banks and the dealers, and streamline back-end operations and offer additional treasury management functionalities.

Using Financial Reconciliation Module, all adjustments, new definitions, reconciliation requests are performed online with immediate results. All transactions are posted to an integrated database, including exceptions, discounts, installments and rejections, and a complete history of every processed item is available and may be retained for extended periods. Full online capability allows immediate corrections and updates to balances.



The screenshot displays the 'Collection System' web application in Mozilla Firefox. The interface includes a navigation menu with options like 'Reports', 'Settings', and 'Security'. The main content area shows several reports for the 'Ramallah Point of sales' center, covering the period from 11/10/2008 to 11/10/2009.

Payment Report:

Center	Count Of Bills	Total Paid
Ramallah Point of sales	315	71221.11
	315	71221.11

High Usage Report:

Center	High Usage Count	Total Paid
Ramallah Point of sales	3	9833.52
	3	9833.52

Down Payment Report:

Center	Applied MSISDN Count	Applied MSISDN Amount	Applied MSISDN Remaining	UnApplied MSISDN Count	UnApplied MSISDN Amount	UnApplied MSISDN Remaining	Applied Account Count	Applied
Ramallah Point Of sales	2	115.63	115.63	1	153.93	153.93	2	
	2	115.63	115.63	1	153.93	153.93	2	

The interface also features a 'Centers' sidebar with a list of various sales points, including Ramallah, Bethlehem, Hebron, Nablus, Tulkerem, Qalqalia, Jericho, Gaza main warehouse, Gaza Dealers, Jabalya, Khanasra, Der alshobah, and Rafiah.

Supported Payment Channels

- Point of Sale (PoS)
- Banks
- Postal Organizations
- Retailers with Branch Networks
- The Operator's Own Tellers
- ATMs and Portals
- Dealer, POS and Kiosk Networks

Supported Payment Instruments

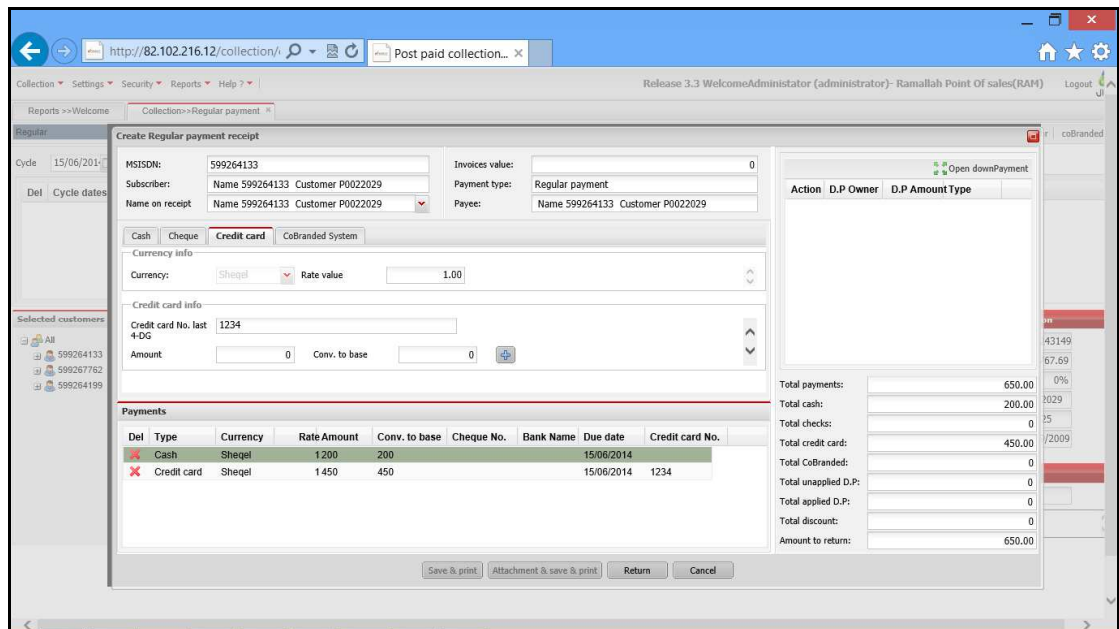
- Cash
- Credit or Debit Cards
- Bank Transfers and Standing Orders.
- Standing Orders.

Features & Benefits

Below are some of the main features and functionalities of this product:

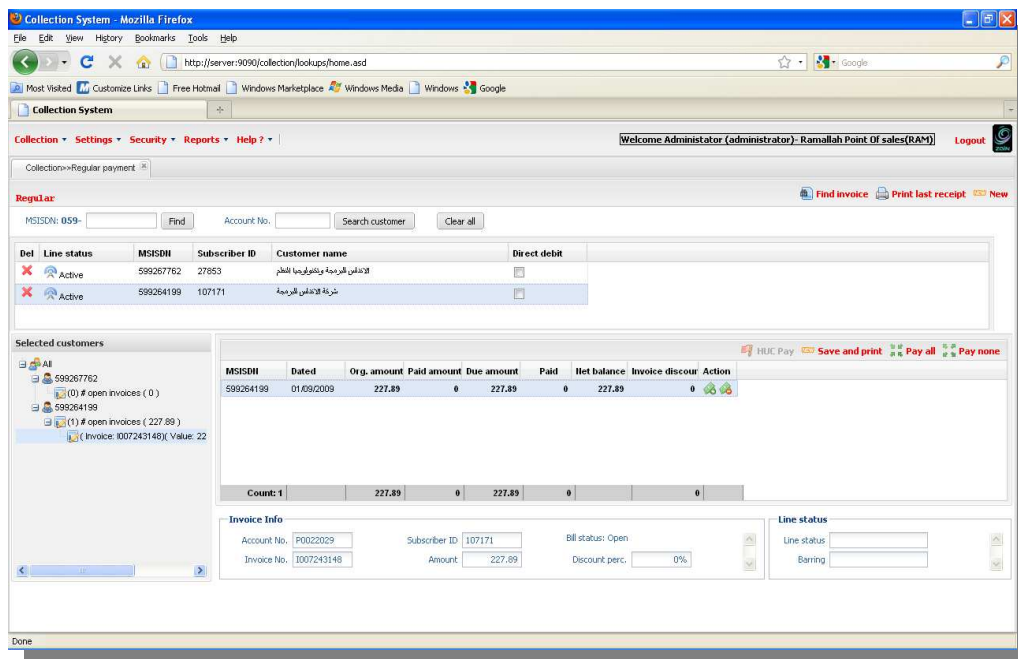
- Ability to collect bills depending on the customer category
- Accepts multiple currencies for each payment
- Accepts multiple payments types (cash, cheque, credit cards)
- Accepts different types of down payments
- Manages down payments (reassign, distribute on open bills)
- Integrates with Oracle Financial suite or any accounting system
- Integrates with any billing system and Data Warehouse System (DWS)
- Manages the collectors' commission
- Manages the discount operations with flexible hierarchy of approvals
- Manages high usage of user behavior
- Integrates with IVR systems
- Accepts payments via bank with ability to integrate directly with the banking system
- Can define commission schema flexibly

- Ability to prevent fraud cases
- Ability to integrate with point of sales system
- Reactivates disconnected accounts
- Flexible user permissions
- Robust technology and framework
- Independent platform
- Gives general and specific statistics, and charts
- Flexible reporting
- Cheque management



Key benefits

- Multiple Payment Channels
- Increases air-time and revenue
- Decreases risks and operational costs
- Increases customer satisfaction and loyalty
- Improves Dealer Network Management
- Less processing time
- Secure and convenient solution
- Retain market leadership through innovation



Collection System - Mozilla Firefox

Collection System

Welcome Administrator (administrator) - Ramallah Point Of sales (RAM) Logout

Collection -> Regular payment

Regular:

MSISDN: 059- Find Account No. Search customer Clear all

Del	Line status	MSISDN	Subscriber ID	Customer name	Direct debit
X	Active	599267782	27853	الأندلس للهاتفية والتلفونية بالخطم	<input type="checkbox"/>
X	Active	599264199	107171	شركة الأندلس للهاتفية	<input type="checkbox"/>

Selected customers

- All
- 599267782
- (0) # open invoices (0)
- 599264199
- (1) # open invoices (227.89)
- (Invoice: 1007243148) (Value: 22

MSISDN	Dated	Org. amount	Paid amount	Due amount	Paid	Net balance	Invoice discount	Action
599264199	01/09/2009	227.89	0	227.89	0	227.89	0	HUC Pay Save and print Pay all Pay none
Count: 1		227.89	0	227.89	0	0	0	

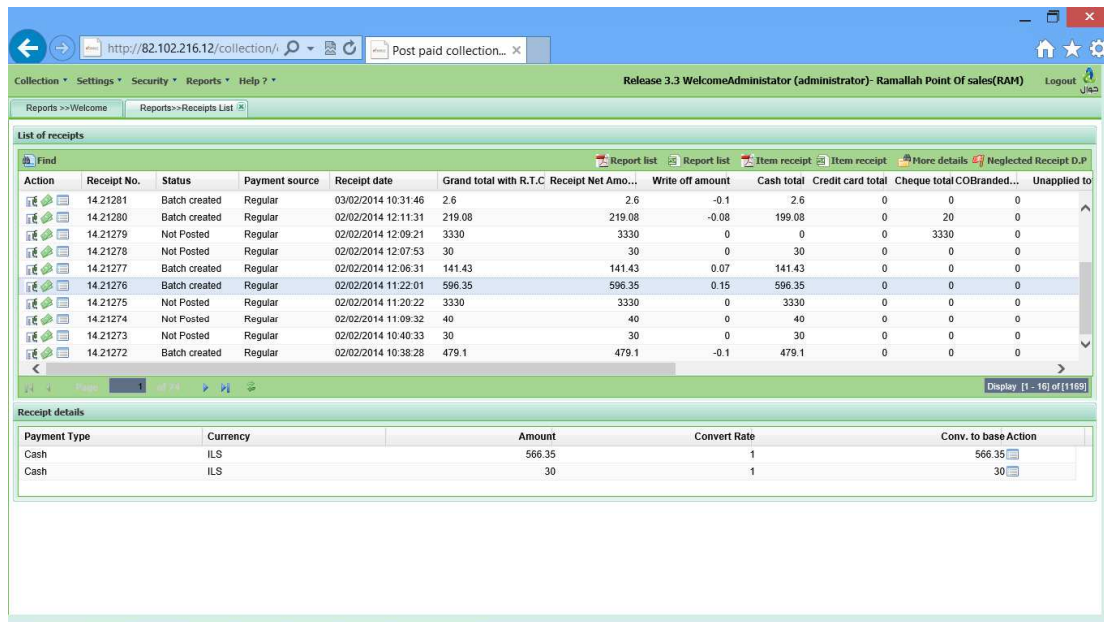
Invoice Info

Account No. P0022029 Subscriber ID 107171 Bill status: Open Line status

Invoice No. 1007243148 Amount 227.89 Discount.perc. 0% Barring

Operator / Distributor Benefits

- Reduces investment cost of infrastructure and other associated costs
- Increases end user satisfaction
- Billing loyalty by offering better end user service
- Innovative and unique solution
- Increases the number of outlets and therefore End users can access nearest outlet to pay their bills
- Faster processing and shorter waiting times (no queues)



The screenshot shows a web application interface for 'Post paid collection'. The main section is titled 'List of receipts' and contains a table with the following columns: Action, Receipt No., Status, Payment source, Receipt date, Grand total with R.T.C, Receipt Net Amo..., Write off amount, Cash total, Credit card total, Cheque total, COBranded..., and Unapplied to. Below this is a 'Receipt details' table with columns: Payment Type, Currency, Amount, Convert Rate, and Conv. to base Action.

Action	Receipt No.	Status	Payment source	Receipt date	Grand total with R.T.C	Receipt Net Amo...	Write off amount	Cash total	Credit card total	Cheque total	COBranded...	Unapplied to
	14.21281	Batch created	Regular	03/02/2014 10:31:46	2.6	2.6	-0.1	2.6	0	0	0	0
	14.21280	Batch created	Regular	02/02/2014 12:11:31	219.08	219.08	-0.08	199.08	0	20	0	0
	14.21279	Not Posted	Regular	02/02/2014 12:09:21	3330	3330	0	0	0	3330	0	0
	14.21278	Not Posted	Regular	02/02/2014 12:07:53	30	30	0	30	0	0	0	0
	14.21277	Batch created	Regular	02/02/2014 12:06:31	141.43	141.43	0.07	141.43	0	0	0	0
	14.21276	Batch created	Regular	02/02/2014 11:22:01	596.35	596.35	0.15	596.35	0	0	0	0
	14.21275	Not Posted	Regular	02/02/2014 11:20:22	3330	3330	0	3330	0	0	0	0
	14.21274	Not Posted	Regular	02/02/2014 11:09:32	40	40	0	40	0	0	0	0
	14.21273	Not Posted	Regular	02/02/2014 10:40:33	30	30	0	30	0	0	0	0
	14.21272	Batch created	Regular	02/02/2014 10:38:28	479.1	479.1	-0.1	479.1	0	0	0	0

Payment Type	Currency	Amount	Convert Rate	Conv. to base Action
Cash	ILS	566.35	1	566.35
Cash	ILS	30	1	30

End user Benefits

- Flexible and easy payment method
- Allows multiple payments
- Online acknowledgement from operator to End user for payment
- Saving time and transportation cost for End user

Collection SMS

As part of the notification component of the Collection system, any transactions (Payment etc) can be configured to send an SMS to the subscriber upon paying whole or part of the invoice (s). This includes not only payments in the showrooms only but also to bank transfers and other payment methods or types. This can be configured and setup by the collection admin user. For example, the SMS can be configured to send an SMS to subscribers once a bank file is received and uploaded to the collection system. Other payment channels are also configurable to send SMS. The Collection system allows for the configuration of the message content in order to make it possible to change it at any time. The SMS received also provides remaining balance for the subscriber as the following example:

عزيزي المشترك،

شكراً لتسديدك مبلغ 113.02 دولار من خلال حسابك البنكي من فاتورة 2014/05 مع العلم

أن مجموع فواتيرك غير المسددة حتى اللحظة هو 21.40 دولار

The SMS module interfaces with any web service or API to send the SMS message.



Online Help (User Manual)

يستخدم هذا الجزء لإدخال الأرقام او الحسابات المراد تسديد فواتيرها و يتم ذلك بالاتباع الخطوات التالية:

يتم في الشاشة الرئيسية للدقعة إدخال رقم المشترك في حانة **MSISDN** مع العلم انه محدد ب 7 خانات و من ثم يتم الضغط على **Add** لإضافته الى قائمة الأرقام المراد تسديد فواتيرها و يمكن إضافة أكثر من رقم في نفس الدقعة رغم اختلاف حساب كل منها.

MSISDN	Account	Del	Line status	MSISDN	Subscriber ID	Subscriber	Direct debit	Score	Classification
		X	Active	599295154	963171	شركة الاندلس قريمة	<input type="checkbox"/>		Silver Corporate
		X	Active	599756148	965773	مجموعة المينير صلات الشركة الفلسطينية ايجان	<input type="checkbox"/>		CP

يمكن أيضا إضافة الرقم عن طريق البحث عن المشترك من خلال اسم المشترك و يتم ذلك بالضغط على **Search** بحيث تظهر شاشة البحث عن المشترك و يتم البحث عن طريق رقم الحساب او اسم المشترك كما بين الشكل التالي:

Account Code	Account Name
P0022026	شركة الاندلس قريمة
P0024867	شركة الاندلس قريمة الكهول
P0029903	شركة الاندلس قريمة الكهول
P0034192	شركة الاندلس قريمة
P0063019	شركة الاندلس
P0063019	فرس هلا شركة الاندلس
P0063019	فرس هلا شركة الاندلس
P0063019	شركة الاندلس قريمة الكهول
P0063019	فرس هلا شركة الاندلس قريمة الكهول
P0063019	شركة الاندلس قريمة الكهول
P0063019	شركة الاندلس قريمة الكهول
P0063019	شركة الاندلس قريمة الكهول
P0063019	شركة الاندلس قريمة الكهول
P0063028	شركة الاندلس قريمة الكهول