



User

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www.telinta.com

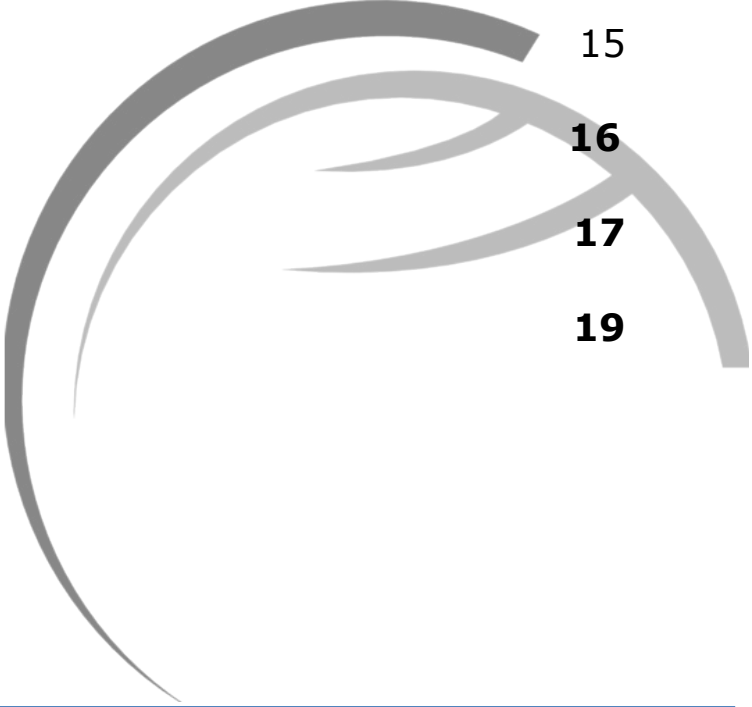
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Introduction

Preface

This document provides a general overview of Telinta's brandable Distributor Interface and its functionality. Telinta's Distributor Interface was created to satisfy customer demands for an advanced, easily to use, and fully integrated into PortaSwitch self-care interface for distributors.

About Telinta

Founded in 2002, Telinta offers secure and reliable cloud-based solutions for VoIP service providers. Our full portfolio of white label solutions is highly customizable for you and your resellers. With Telinta, you can focus on growing your business, while we focus on managing your technology.

TeliCore™ is our robust hosted softswitch platform, integrating world-class carrier-grade Switching and Billing capabilities from PortaSwitch™, with Telinta's own proprietary enhancements. TeliCore is the largest hosted softswitch installation of its type, anywhere in the world.

Telinta offers:

- Cloud-based softswitch - rapid deployment, with no capital investment
- Full portfolio of ready to use turn-key solutions for VoIP service providers
- Best-of-breed VoIP technology
- Highly stable, scalable, and customizable platform
- Ability to select your own VoIP termination and origination partners
- Comprehensive training and Around-The-Clock Technical Support.

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
- Mobile friendly
- Available in multiple languages
- SMS notifications
- Mobile topup

Distributor section

Distributor section is divided into four frames.

The screenshot shows the Distributor tab interface. At the top, there is a header area with a logo placeholder and four navigation icons: Distributor, Accounts, Mobile Topup, and Reports. The main content area is divided into two columns. The left column contains a menu with 'Recharge', 'Personal Information', and 'Credit Card Information' (callout 1). Below this is a 'Distributor Information' section with a list of fields and values (callout 2). At the bottom of the left column is a 'Short Statistics' table (callout 3) and a 'Refresh Information' button. The right column is mostly empty, with a large red callout '4' indicating the main content area.

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: 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 a 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:

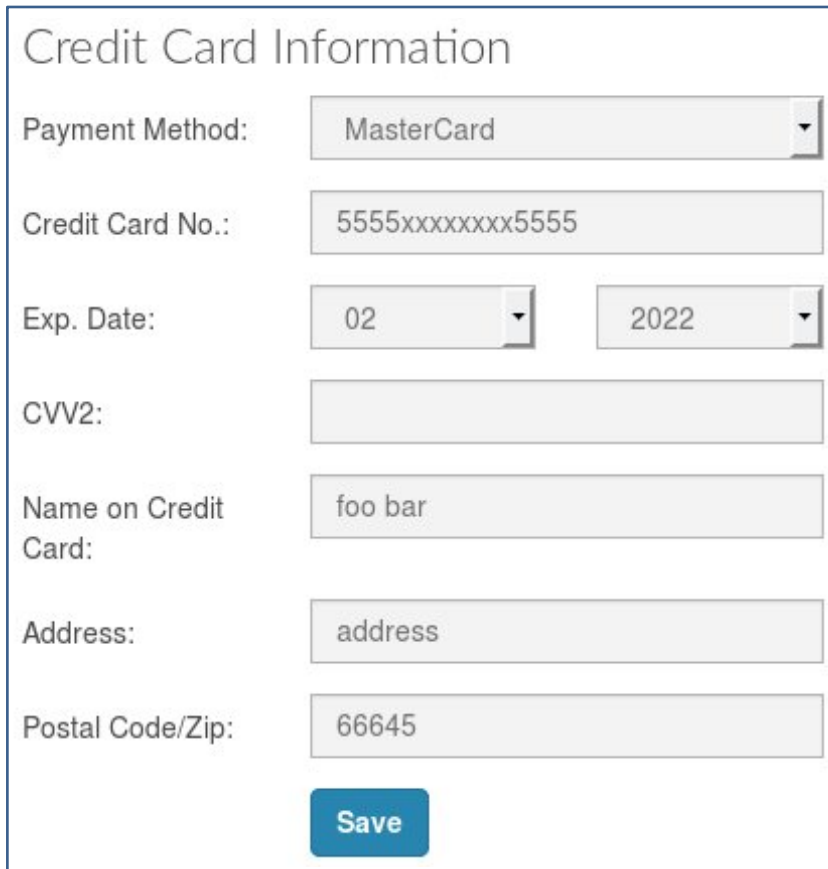
Make Payment

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 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 (Figure 3)



The screenshot shows a form titled "Credit Card Information" with the following fields and values:

- Payment Method: MasterCard (dropdown menu)
- Credit Card No.: 5555xxxxxxxx5555
- Exp. Date: 02 (month dropdown) / 2022 (year dropdown)
- CVV2: (empty text field)
- Name on Credit Card: foo bar
- Address: address
- Postal Code/Zip: 66645

A blue "Save" button is located at the bottom of the form.

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 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 (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

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.

Your logo here
(max size 360x80)

Distributor Accounts Mobile Topup Reports

Add Pinless Account **1**
Show Pinless Accounts
Add Calling Card Account
Show Calling Card Accounts
Add Voucher
Show Voucher List
Add SIP Account
Show SIP Accounts
Add CallBack Account
Show CallBack Accounts
Show SIM Accounts
Add Promo Account

Account Search **2** Search

Account List **3**

Search

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

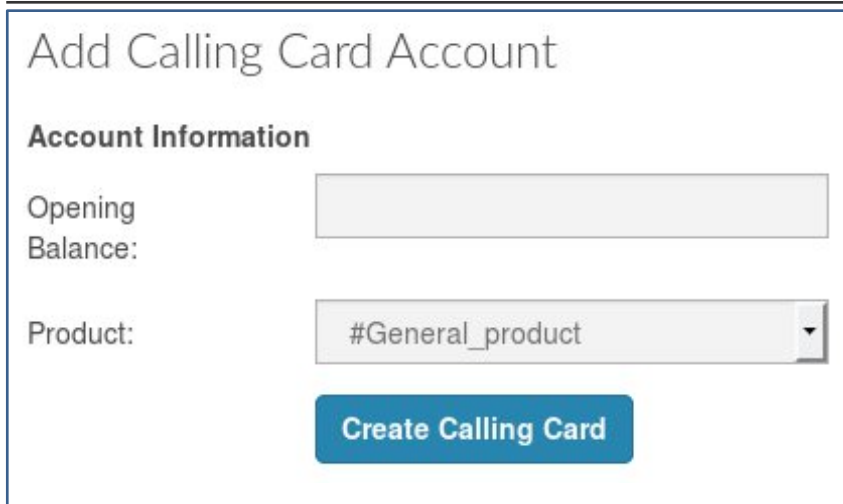
> Additional Information

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. Please contact support@telinta.com to enable them.

- **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).



Add Calling Card Account

Account Information

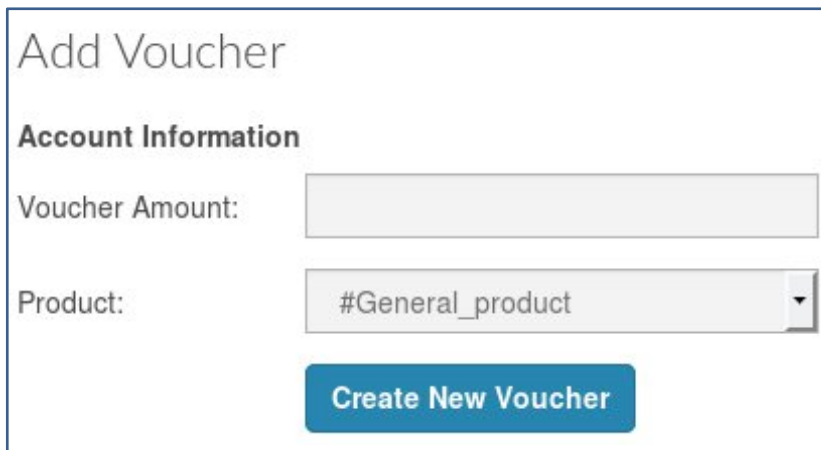
Opening Balance:

Product:

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:

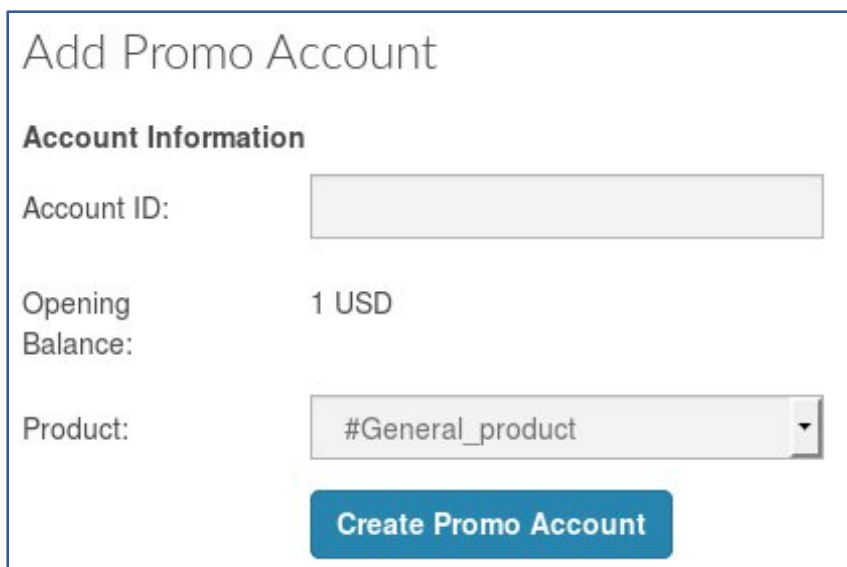
Create New Voucher

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. Please contact support@telinta.com to enable it.



Add Promo Account

Account Information

Account ID:

Opening Balance: 1 USD

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 of 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 TeliSIM 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).

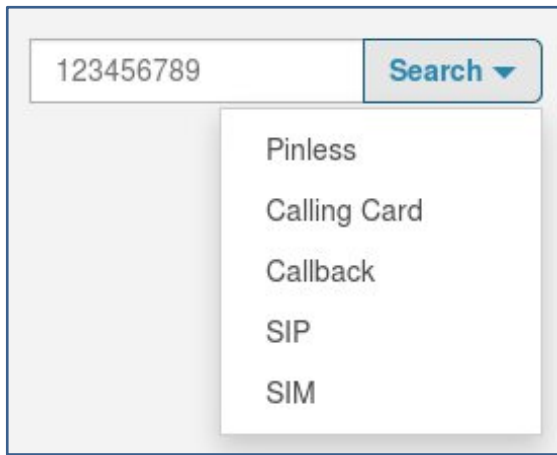


Figure 9. Global search option

NOTE

Global search option is disabled by default. Please contact support@telinta.com to enable it

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.

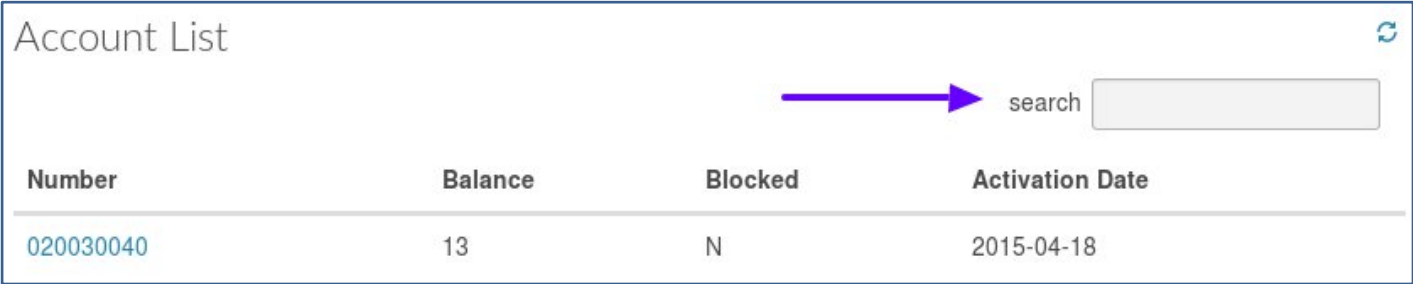


Figure 11. Quick search field

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.

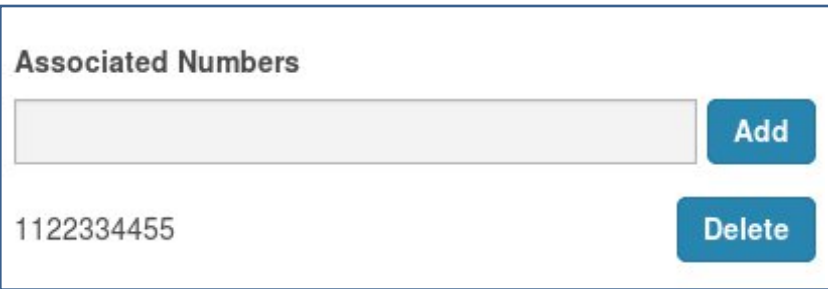


Figure 12. Adding an associated number

Mobile Topup section

Mobile Topup section allows the distributor to recharge a mobile phone in virtually any country around the globe.

Exact topup steps may vary depending on the country or carrier type. But general steps are the same:

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

NOTE

Mobile Topup functionality requires additional configuration and is disabled by default. Please contact support@telinta.com to enable it.

Carrier Type:	<input type="radio"/> Domestic	<input checked="" type="radio"/> International
Country Region:	CYPRUS	
Carrier:	MTN Cyprus	
Product:	MTN Cyprus \$7.00	
Amount:	7	
Mobile:	35796123456	
Sender Mobile:	19051234567	
	<input type="button" value="Make Payment"/>	

Figure 13. Mobile Topup 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.

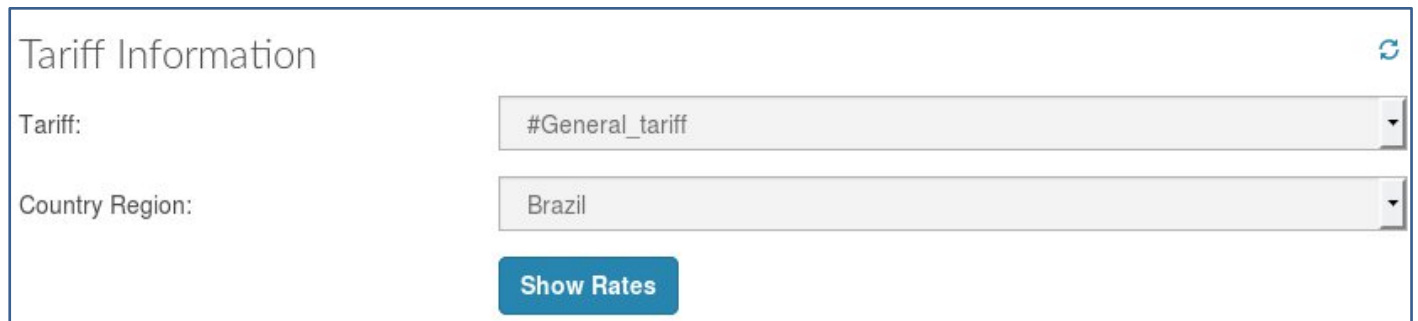
The image shows the "Rate Calculator" form. It has a title "Tariff Information" and a refresh icon in the top right corner. There are two dropdown menus: "Tariff:" with the value "#General_tariff" and "Country Region:" with the value "Brazil". Below the dropdowns is a blue button labeled "Show Rates".

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	a99995551654	New Pinless Account	1
11-03-2017 11:111:38	a123456789012	New Pinless Account	1
11-08-2017 10:110:57	a3807805098	New Pinless Account	10

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.

The screenshot shows a web interface titled "Pinless Account Information" with a refresh icon in the top right. Under the "Summary" section, the following details are listed: Account ID: a121234567989, Balance: 15, and Product: #General_product. A "Print" button is located below the summary. At the bottom, there are two sections: "Recharge" with an "Amount" input field and a "Make Payment" button, and "Refund" with an input field containing "15" and a "Make Refund" button. The "Refund" section is highlighted with a purple border.

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).