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| --- | --- | --- | --- |
| **STATUS** | **INPUT** | **OUTPUT** | **CONDITIONS** |
| BS/FMB\_BS/  Pending\_BS  (Success). | |  | | --- | | Service Status | | DRC NO/NAME |   DRC Select both from the drop down list   |  |  | | --- | --- | | **DRCID** | **Code** | | DRC0011 | SLT\_VC | | DRC0028 | SENOTEC | | DRC0010 | REC\_ENP | | DRC0002 | CMS | | DRC0004 | TCM | | DRC0012 | COLANKA | | DRC0013 | ACCIVE | | DRC0014 | C\_REC | | DRC0015 | SLT | | DRC0016 | GCM | | DRC0017 | STERK | | DRC0029 | PMS |   Service status select from the drop down list   |  | | --- | | Last payment > 1Year | | Last payment < 1Year | | CPE\_Recovery\_LTE | | CPE\_Recovery\_  PeoTV\_Copper | | CPE\_Recovery\_  PeoTV\_Fiber | | CPE\_Recovery\_Fiber | | NA | | |  | | --- | | LIST\_REFFERENCE | | ACCTNO | | CASE\_ID | | DRC\_ID | | DRC\_NAME | | SERVICE\_STATUS | | CUTOMER\_NAME | | BC | | INITIAL\_ARR | | CURRENT\_ARR | | SUCCESS\_DATE | | ISSUED\_DATE | | SOURCE | | INSTYPE | | * OWA/FMB cases during validity period If satisfy below conditions then case status change as “BS”/”FMB BS” through the system, * Should concern Assign date and Validity date. To success the cases **field status (CA/AS/MSGD/VCA/VAS/VDC/UA) should be update and that date (Monday) is effective date.** (After assign date and before the physical payment should be the effective date ) * Oldest weekly status update date is an effective date. from Physical payment received date (from the effective date) cases should be “BS”/”FMB\_BS” * The physical payment received between assign date and effective date, then it was dispute and deduct the physical payment from the arrears and balance arrears is collectable arrears and it is entitle for the commission * Dispute deduct from the collectable arrears by the system and send to accountant approval before the BS (pending BS Approval) * At least Minimum Installment Amount should be paid initially to become the success. (during validity period).   Arrears <1000 = Mini. Instal. Amount 500.00  Arrears <1001<2500 = Mini. Instal. Amount 1000.00  Arrears <2501<5000 = Mini. Instal. Amount 1500.00  Arrears <5001<10000 = Mini. Instal. Amount 2500.00  Arrears >10001<25000 = Mini. Instal. Amount 4000.00  Arrears >25001<50000 = Mini. Instal. Amount 7500.00  Arrears >500001<100000 = Mini. Instal. Amount 10000 .00  Arrears >100000 = Mini. Instal. Amount 25000.00   * Only for the LTE cases if not satisfied previous condition then checked the minimum physical payment during validity period, if physical payment more than 100/= then “BS” the case and after payment then should be “fail” as Instalment Default. |
| Daily payment report  For the BS/FMB\_BS cases |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | BILLING\_CENTER | | CUSTOMER\_NAME | | LATEST\_PAYMENT | | PAYMENT\_DATE | | BILL\_AMOUNT | | BILL\_DATE | | DRC\_ID | | DRC\_NAME | | ASSIGNED\_DATE | | PAY\_TYPE | | SERVICE\_TYPE | | * System generated Mail to * After BS/FMB\_BS once received the Physical payment send daily payment report to the relevant SLT officers and DRC officer * DRCC wise report should SMS |
| **DRC Commission Report for the “BS”/”FMB\_BS” cases** | |  | | --- | | DRC\_NAME | | SERVICE STATUS | | Commission Month |   DRC Select both from the drop down list   |  |  | | --- | --- | | **DRCID** | **Code** | | DRC0011 | SLT\_VC | | DRC0028 | SENOTEC | | DRC0010 | REC\_ENP | | DRC0002 | CMS | | DRC0004 | TCM | | DRC0012 | COLANKA | | DRC0013 | ACCIVE | | DRC0014 | C\_REC | | DRC0015 | SLT | | DRC0016 | GCM | | DRC0017 | STERK | | DRC0029 | PMS |   Service status select from the drop down list   |  | | --- | | Last payment > 1Year | | Last payment < 1Year | | CPE\_Recovery\_LTE | | CPE\_Recovery\_  PeoTV\_Copper | | CPE\_Recovery\_  PeoTV\_Fiber | | CPE\_Recovery\_Fiber | | NA |   **Commission rate for arrears**  PSTN Enterprise customer cases  Last Payment < 01 year segment 8  Last Payment > 01 year segment 10  LTE/PEO/Fiber Commission rate 10   * **Bonus rate**   Success rate achievement = 1 (10+1) (Apply for < 01 year segment only)  Completion rate achievement = 1 (Apply for < both segments )  With the proposed rates, below maximum rates could earn by DRCC if they achieve efficiency rates  Last Payment < 01 year segment = 10 (Basic + Succ.Rate+Comp. Rate)  Last Payment > 01 year segment = 12(Basic + Succ. Rate+Comp. Rate)   * Success Rates (SR)   + No of cases success within the cases validity period, that not extended cases. Calculated billing center wise   + Expected rate 60% at present to eligible for bonus rate. * **Completion Rate (CR)**      * + No of cases fully settled during a period (month) out of the total success cases Calculated billing center wise   Settlements completed shall mean the Customers have completed the overdue amount either in one instalment or in several instalments.  Expected rate 15% at present to eligible for bonus rate. | Commission sheet   |  | | --- | | SERIAL NO | | BILLING Center | | Case ID | | Success Date | | Intial or Installment | | Case Status | | Acct No | | Issued Arr | | Approved Arr | | Approved Arr B/F | | Last Invoice | | Debited Phy Payment | | Adjustments | | Dispute | | Balance Transfer | | Phycical Payment Return | | Total Credits | | Credited Physical Payments | | Net Payment for Commission | | Com Rate | | Paybale Commission | | Approved Arr C/F | | Assign Date | | Edit |   Total amount should show below fields   |  | | --- | | Approved Arr B/F | | Net Payment for Commission | | Paybale Commission | | Approved Arr C/F |   If there are any adjustment, balance transfers, physical payment return for the relevant DRCC accounts should show separately with the new form (only those cases) to edit/change the details. After change/edit should confirm then those edited cases go to the “pending commission approval”.  When run the commission after approved “pending approval commission” cases (could be another date) then those edited cases should calculate from the edited date/edited amount.  Editing cases could be in commission sheet again and again up to commission paid date.  (because capture Live data from the CAM)  Updating form there should be different options.  1.update/save/fw to commission sheet  2.update/save/”close”  3. update/save/”fail”  4. reverse to “OWA” | * System generated report * DRC Commission calculations for arrears collection are fully automated * Should deduct relevant month bill/latest bill from the physical payment and remain amount entitle for the commission.   (If any service activated, Monthly Bills will be deducted from the payment and balance will be treated as Installment payment & Commission Will be calculated on this amount.)  Should not deduct the monthly bill from the Instalment payments which payment received from before the next bill date except for CPE LTE   * Check whether there are an adjustment popup case details to edit (facilitate to edit the requested fields) & if there are any remain physical payment entitle for the commission. * Check whether there are balance transfer then popup case details to edit (facilitate to edit the requested fields) & if there are any remain physical payment entitle for the commission. * Check whether there are Physical payment return then popup case details to edit (facilitate to edit the requested fields) & if there are any remain physical payment entitle for the commission. * After edited cases should send to the “Pending Commission” approval. * After edit save the edited fields and should show full commission sheet with edited cases and facility to edit again and again save cases before paid. * After edited update and save the reveres status. * Calculate the commissions using commission rate and the bonus rate * Commission sheets Last payment Less than/more than /PEO/ and Fiber ,If Monthly Installment Payment Below is Rs. 500/=, It will not be considered for Commission Calculation.(Installment payment) * If any deviation of initial amounts need accountant approval to proceed * If the Monthly Installment Payment is Below the Minimum Installment Amount Mentioned above, it will be considered as Default month but commission will be paid for if the amount is more than Rs.500/=. (only for Last payment Less than and more than commissions payments) * IF DRC is not entitle to commission continuously four months then Instalment default and From assign date up to success month total physical payment calculate three months backward from Instalment default date for the LTE / PEO / Fiber commissions. * New service status can be introduce.      * If DRCC company expired their validity period allow process the commission only for one month from DRCC validity date. |
| Success cases match report received from DRCC | Select below fields from the drop down list.   |  | | --- | | DRC NO | | SUCCESS MONTH |   Upload CASE\_ID list | |  | | --- | | LIST\_REFFERENCE | | ACCTNO | | CASE\_ID | | DRC\_ID | | DRC\_NAME | | SERVICE\_STATUS | | CUTOMER\_NAME | | BC | | INITIAL\_ARR | | CURRENT\_ARR | | SUCCESS\_DATE | | ISSUED\_DATE | | SOURCE | | INSTYPE | | * Facility to upload success cases bulk wise which are received from the company and system should match those cases with database whether those complete or not the required rules/conditions to pay the commission and facility to get the success cases and not success cases separately from the uploaded cases |
|  |  |  |  |
| CPE Unit collection | |  | | --- | | CPE COLLECTED STATUS | | CPE HAND OVER TO OPMC STATUS |   Select option from above  And upload below details.   |  | | --- | | ACCOUNT NO | | CASEID | | DRC NO/NAME | | PEO TV STB UNIT (Y/N) | | PEO TV STB UNIT MODEL NAME | | PEO TV STB ITEM CODE | | PEO TV STB UNIT SERIAL NO/IMI NO | | PEO STB RECEIPT NO | | PEO TV STB UNIT Charger (Y/N) | | 4G LTE Router (Y/N) | | 4G LTE Router Model Name | | 4G ROUTER ITEM CODE | | 4G LTE Router Serial No/IMI NO | | 4G LTE Router RECEIPT NO | | 4G LTE Router Charger (Y/N) | | Fiber ONT UNIT (Y/N) | | Fiber ONT UNIT Model Name | | Fiber ONT UNIT ITEM CODE | | Fiber ONT UNIT Serial No /IMI No | | Fiber ONT UNIT RECEIPT NO | | Fiber ONT UNIT Cager (Y/N) | | Telephone Unit (Y/N) | | Telephone Unit Model NAME | | Telephone Unit ITEM CODE | | Telephone Unit Serial No/IMI No | | Telephone Unit RECEIPT NO | | ADSL ROUTER (Y/N) | | ADSL ROUTER Model NAME | | ADSL ROUTER Unit ITEM CODE | | ADSL ROUTER Unit Serial No/IMI No | | ADSL ROUTER Unit RECEIPT NO | | Peo TV Remote (Y/N) | | Peo TV Remote Model NAME | | Peo TV Remote ITEM CODE | | Peo TV Remote Serial No/IMI No | | Peo TV Remote RECEIPT NO | | HDMI Cable (Y/N) |   If Green color “yes” then show yellow color fields to update (when update case by case.)  If customer segment “LTE (37) enable only 4G LTE router fileds and other white fields to fill. |  | * Bulk Updating facility / Individual updating facility. * Separate facility for the company to update CPE Collected details of customers, by recovery agents (Weekly). |
| CPE collected details report to match with recipts |  | |  | | --- | | ACCOUNT NO | | CASEID | | DRC NO/NAME | | PEO TV STB UNIT (Y/N) | | PEO TV STB UNIT MODEL NAME | | PEO TV STB ITEM CODE | | PEO TV STB UNIT SERIAL NO/IMI NO | | PEO STB RECEIPT NO | | PEO TV STB UNIT Charger (Y/N) | | 4G LTE Router (Y/N) | | 4G LTE Router Model Name | | 4G ROUTER ITEM CODE | | 4G LTE Router Serial No/IMI NO | | 4G LTE Router RECEIPT NO | | 4G LTE Router Carger (Y/N) | | Fiber ONT UNIT (Y/N) | | Fiber ONT UNIT Model Name | | Fiber ONT UNIT ITEM CODE | | Fiber ONT UNIT Serial No /IMI No | | Fiber ONT UNIT RECEIPT NO | | Fiber ONT UNIT Cager (Y/N) | | Telephone Unit (Y/N) | | Telephone Unit Model NAME | | Telephone Unit ITEM CODE | | Telephone Unit Serial No/IMI No | | Telephone Unit RECEIPT NO | | ADSL ROUTER (Y/N) | | ADSL ROUTER Model NAME | | ADSL ROUTER Unit ITEM CODE | | ADSL ROUTER Unit Serial No/IMI No | | ADSL ROUTER Unit RECEIPT NO | | Peo TV Remote (Y/N) | | Peo TV Remote Model NAME | | Peo TV Remote ITEM CODE | | Peo TV Remote Serial No/IMI No | | Peo TV Remote RECEIPT NO | | HDMI Cable (Y/N) | | SUCCESS MONTH | | ASSIGN DATE | | VALIDITY DATE | | CUSTOMER SEGMENT | | SERVICE STATUS | | * Generate monthly CPE collected case details (cases still not paid the commission) and check with the receipts by recovery officer (manually). * Reject unmatched cases with the received receipt/document and send to DRCC. |
| Edit the wrong entered | |  | | --- | | CASE ID | | ACCOUNT\_NO | | DRCC NO & NAME |   Input above details and view below details to edit   |  | | --- | | ACCOUNT NO | | CASEID | | DRC NO/NAME | | PEO TV STB UNIT (Y/N) | | PEO TV STB UNIT MODEL NAME | | PEO TV STB ITEM CODE | | PEO TV STB UNIT SERIAL NO/IMI NO | | PEO STB RECEIPT NO | | PEO TV STB UNIT Charger (Y/N) | | 4G LTE Router (Y/N) | | 4G LTE Router Model Name | | 4G ROUTER ITEM CODE | | 4G LTE Router Serial No/IMI NO | | 4G LTE Router RECEIPT NO | | 4G LTE Router Carger (Y/N) | | Fiber ONT UNIT (Y/N) | | Fiber ONT UNIT Model Name | | Fiber ONT UNIT ITEM CODE | | Fiber ONT UNIT Serial No /IMI No | | Fiber ONT UNIT RECEIPT NO | | Fiber ONT UNIT Cager (Y/N) | | Telephone Unit (Y/N) | | Telephone Unit Model NAME | | Telephone Unit ITEM CODE | | Telephone Unit Serial No/IMI No | | Telephone Unit RECEIPT NO | | ADSL ROUTER (Y/N) | | ADSL ROUTER Model NAME | | ADSL ROUTER Unit ITEM CODE | | ADSL ROUTER Unit Serial No/IMI No | | ADSL ROUTER Unit RECEIPT NO | | Peo TV Remote (Y/N) | | Peo TV Remote Model NAME | | Peo TV Remote ITEM CODE | | Peo TV Remote Serial No/IMI No | | Peo TV Remote RECEIPT NO | | HDMI Cable (Y/N) | | SUCCESS MONTH | | ASSIGN DATE | | VALIDITY DATE | | CUSTOMER SEGMENT | | SERVICE STATUS |   If Green color “yes” then show yellow color fields to edit (when update case by case.) |  | * Bulk Updating facility / Individual updating facility. * After correction/edit required details by recovery officer which are confirmed by the DRCC, send those cases to accountant approval. |
| CPE Commission Sheet | |  | | --- | | DRC\_NAME | | SERVICE STATUS | | Commission Month |   DRC Select both from the drop down list   |  |  | | --- | --- | | **DRCID** | **Code** | | DRC0011 | SLT\_VC | | DRC0028 | SENOTEC | | DRC0010 | REC\_ENP | | DRC0002 | CMS | | DRC0004 | TCM | | DRC0012 | COLANKA | | DRC0013 | ACCIVE | | DRC0014 | C\_REC | | DRC0015 | SLT | | DRC0016 | GCM | | DRC0017 | STERK | | DRC0029 | PMS |   Service status select from the drop down list   |  | | --- | | Last payment > 1Year | | Last payment < 1Year | | CPE\_Recovery\_LTE | | CPE\_Recovery\_  PeoTV\_Copper | | CPE\_Recovery\_  PeoTV\_Fiber | | CPE\_Recovery\_Fiber | | NA |   Commission month select through the system  Unit charges feed to the system, administrator should have facility to add/edit/update.  Unit chargers   |  |  | | --- | --- | | UNIT | Charges | | PEO TV STB Unit | 1700 | | 4G LTE Router | 1250 | | Fiber ONT Unit | 2500 | | ADSL Router | 600 | | Power Charger | 500 | | PEO TV Remote | 500 | | HDMI Cable | 300 | | Telephone | 500 |   Charges depend on DRCC  (differ only for the Vision com DRCC 11) pay only 50% from above rate |  |  |
| View Payment detail report | |  | | --- | | ACCOUNTNUM |   Upload account no and view required live details from the CAM | |  | | --- | | ACCOUNTNUM | | LAST\_PAYMENT\_DATE | | LAST\_PAYEMENT | | BALANCE TRANSFER | | BALANCE TRANSFER\_DATE | | ADJUATMENT | | ADJUATMENT\_DATE | | PAYMENT RETURN | | PAYMENT RETURN DATE | | * System generated report. * View Payments and other details (during recent six month) |
| View Latest Bill Details | |  | | --- | | ACCOUNT\_NUM | | BILL MONTH/PERIOD OF MONTH |   Upload account no and select bill month then view required details. | |  | | --- | | ACCOUNT\_NUM | | Bill DATE | | BILL AMOUNT | | * System generated report. * View Bill details (requested month or period of month) |
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