

Business Support Services (BSS)

Integrated of two main system

- a) Dealer Management System (DMS)
- b) Customer Relationship Management (CRM)

Introduction

- Business Support System (BSS) is comprise of two main platform
 - Dealer management system
 - Customer Relation System
- 4 Major module integrated via API
 - Customer Information
 - Stock management and inventory
 - Network (Dealer hierarchy and Commission Management)
 - Product (Content Provider

Module 1 – Customer Information

Customer Information will consist of few main feature

1. Dashboard User Information

- a) Information
 - Total Registered user (new Number)
 - Total Registered user (MNP)
 - Total Sim replacement
 - Total Change Sim Ownership
- b) Total Virtual Account (when click at this information we can view all user credit amount available in VA account)
- c) Total Withdrawal (When click at this box we can view all update total withdrawal made by user)
- d) Total Transfer
- e) Total User Mobile apps
 - Total User and Total Dealer
 - Total Account Holder
 - Total Sub Dealer
 - Total Sub Dealer (FOC)
 - Total Dealer V1
 - Total Dealer V2
 - Total Dealer (V2 FOC)
 - Total Area Dealer
 - Total Master Dealer
 - Total Merchant
- Credit and Available Balance
- Total Income Payout and Today Payout (Withdrawal)
- Member Get Member Payout
- Mobile Payout
- DSA purchase
- Sim depo
- Royalty
- Bonus
- CTO Master Dealer + Merchant
- CTO Merchant
- Total User doing Income Withdrawal
- Total Withdrawal Amount
- Gold
 - Total User Buy in Gram (Click will go to all user Dnarr Storage Account, table to see all user buy gold by date, time, amount, price sold)
 - Total User sell (Click will go to table to see all user sell gold by date, time, amount, price sold)

2. Registration

- Registration for Mobile application user
 - Choose Category (Personal or Organization)
 - Full name
 - Username
 - Password and Reenter password
 - Primary Phone Number
 - Email
 - Referral Username
- Registration for Sim card
 - New Sim card Registration
 - Mobile Number Portability (MNP)
 - Sim replacement
 - Change sim card ownership

3. Customer information

- Registered User database List and Search by Name, Username, Phone number and account number)
- User Acc number, User status (Account Holder, Sub dealer, dealer, area dealer, master dealer, Marchant) User Category (mobile stockiest, area stockiest and master stockiest)
- Username, Salutation (Encik, Puan, Cik, Mr, Mrs, Miss), Full name, Mykad ID / Passport ID, KYC Image (front, back and selfie), ID number, ID Status (Mykad, Army, Police, Working Permit), Date of birth (DOB), Marital Status (Single, Marriage), Race (Malay, Chinese, Indian, Others), Religion (Islam, Christian, Buddha, Others), Address 1 (House number, Unit Number, Lot Number, Suite Number), Address 2 (Street name, Residential Park name), Address 3 (City name), Postcode. State, Country
- User status (Account Holder, Sub dealer, dealer, area dealer, master dealer, Marchant, mobile stockiest, area stockiest and master stockiest)
- User contact information (Primary Number, Bemobile Number (Main account and sub account), Carried ID, Email, Social Media ID (Facebook ID, Instagram ID, Tiktok ID)
- User Sim card Number, Sim validity, Mobile subscription Plan, Package Validity, Booster Plan, Booster validity, Data Balance, Voice Balance, SMS Balance
- User Virtual Account Balance, Last withdrawal, date withdrawal, Last transfer date, date transfer, Dnar Storage Account (DSA) Account Number, DSA Balance, Dnar Reward Account Number (DRA), DRA Balance, Dnar Trade Account Number (DTA), DTA Contract, Validity, Dividend Account
- User demographic by state, by city, by country

4. Reporting

Registration – Mobile App process flow

The screenshot shows a registration screen with a purple header. It says 'Hello!' and 'Sign up to create a new account'. Below this is a 'Sign Up' section with two options: 'Personal Account' (For personal usage) and 'Corporate Account' (For your company or organization usage). At the bottom is a 'Next' button.

How user signing up with our mobile apps?

1. There are two way for user to register our apps
 - a) Download Bemobile Dnar apps in apps store (IOS) or google play (Android) click register then fill up the form. When user do this method their upline by default will be their upline will be “Benetwork”.
2. Recommended by upline through referral link. When the receive receive a message from upline there is a link for them to click to register the account. At last form page “PLEASE ENSURE THE UPLINE REFFERAL ID IS STATED IN THE FORM”

The screenshot shows a registration form with the following fields: 'Fullname' (placeholder: Your fullname), 'Username' (placeholder: Create a Username), 'Email' (placeholder: youremail@mail.com), 'Phone Number' (country code: +60, number: 123-4567-8901), 'Password' (placeholder: Create Password), 'Confirm Password' (placeholder: Type again your password), and 'Referral Code' (placeholder: bemobile). The 'Referral Code' field is highlighted with a red box. At the bottom is a 'Next' button.

Full name as per Mykad or Passport

Choose user name
(all in small letter can combine with number or symbol)

Primary phone number, this will be use to verify user detail and system to send SMS OTP

Create password which need to combine
Capital letter, small letter and symbol

a) If user register from mobile apps this referral code can be change

b) If user register from referral link This referral code **CANNOT** be change

Registration – Mobile App process flow

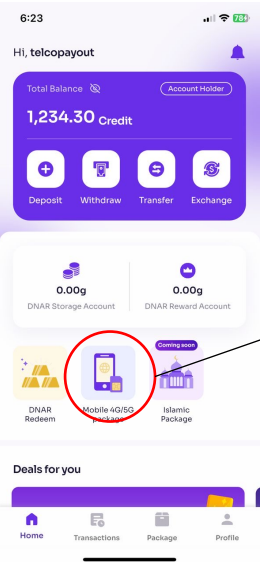
What is needed for backend system to support the mobile apps Registration?

- a) API for all the fill required by mobile apps frontend get connected with backend system
- b) SMS OTP to the registered user (6 digit) will be send when user have completed fill up the form then press “send OTP” this OTP will be valid for 5 minutes
- c) After enter the OTP to the primary Phone number user need to enter this OTP then press submit
- d) If the OTP is correct the user will be directed to mobile apps download page for user to download the apps according to their phone OS (Android or IOS)
- e) After user have downloaded the mobile apps user can use their credential (username and password) to enter the account
- f) During this login user status will be account holder (API) need to be given to mobile apps team to publish the user status.
- g) During login user will receive pop up message to remind them to fill up their all their profile information.
- h) User need to complete their profile detail if they need to do Virtual Account withdrawal to their bank, if user **still have not fill up their profile detail** withdrawal is not allowed, but other services such as Purchase Credit, transfer, purchase package (sub dealer, dealer V1 and V2), other content product and registered sim card is still allowed.
- i) All successful registered user at mobile apps, backend team will create this user detail database
- j) When they need to registered their profile, this are the flow:-
 - KYC take picture (mykad front, back and selfie by using the OkayID or Google Vision API/SDK), send to their server to process and verify, once their have create the result backend team need to keep this Picture and API data result in our databases for future usage
 - Once we have receive the API result system will auto fill the form
 - Update Primary Address 1, Address 2 and Address3, city, state, country and add shipping address (If same as primary address just thick at the box) if different then primary address then user need to adds shipping address
 - Update Bank information – Bank Name, Bank Account number, Name
 - Update Beneficiary name and adds addition beneficiary if any

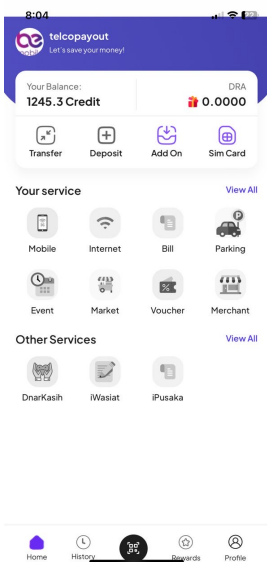
Registration – SIM CARD process flow

There are two method to registre SIM Card

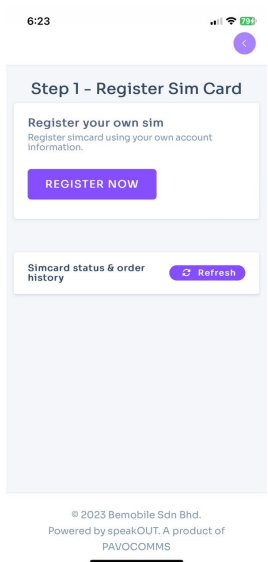
- a) Self registration (All account holder can registered their own simcard
- b) Dealer registration Sim kad by search for username, full name or phone number



Main page

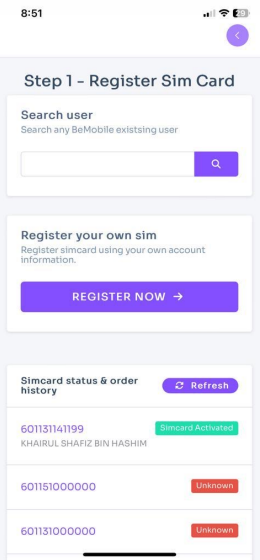


Telco Dashboard Page

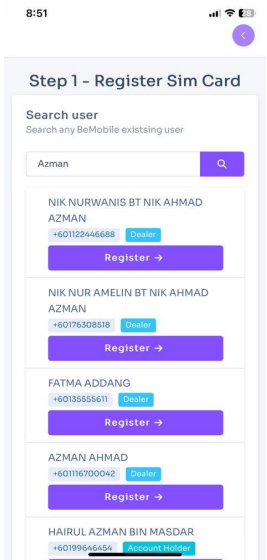


If Account Holder they can only see this button to do sim card self register and if they have already fill up the profile detail in mobile apps when they click at this register now button system will automatically download and auto fill this sim card form

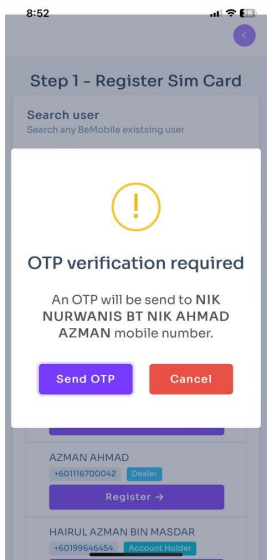
Sub dealer / Dealer / Stockist



Search and Register Now will be shown if your status is Sub dealer above, When dealer click at register now, they need to choose to do self register or dealer register



Search User profile



Once the user profile have been choose OTP To the user this will notified Them there is a dealer wanted to register a sim card using his/her profile

Registration – SIM CARD process flow

STEP 1

1. Choose Services

- Please Select –

- a) New Sim card
- b) MNP (If choose MNP we need to list the donor carrier – Celcom, Digi, Maxis, Unifi, Yes, Tunetalk, XOX, Redone, etc)
- c) Sim Replacement (Must need to provide Sim card number and reason replacement)
- d) Change Ownership

2. Submit KYC

- Mykad / Passport (Front)
- Mykad / Passport (Back page)
- Selfie Picture with KYC Document

Note:

- Once this have been taken from phone camera, the image will be uploaded to our KYC server to stored this in user profile database, then this document will be send it to **Vendor** for verification process and OCR
- Vendor will then submit the result for us to save it our KYC Server in user profile database, then push it to auto fill the registration form.
- User need to check the form if there is a mistake or make sure other information in **RED** need to be fill up.

3. Registration Form

- 1a) Salutation – Encik, Puan, Cik, Mr, Mrs, Miss
- 1b) Name (Full name as per KYC document will be auto fill or Edit manually)
- 2a) Choose ID – Mykad, Armed Forces, Police, Passport, Working Permit
- 2b) Identification Number
- 3) Date of Birth
- 4) Gender (Male or Female)
- 5) Race (Malay, Chinese, Indian or Others)
- 6) Nationality
- 7) Marital Status (Single, Marriage)
- 8) Address 1 - House Number, Lot Number, Unit Number, Suite Number
- 9) Address 2 - Street / Residence Area
- 10) Address 3 - Region / District
- 11) City
- 12) State
- 13) Country
- 14) Submit

Our current form in Web View

6:23

79%

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Step 2 - Register Sim Card

Fill-in user information

Fullname

Select

Bemobile telcopayout

Identification

Select

Identification Number

Date of birth

--

Gender

Select gender

Race

Select race

Nationality

MALAYSIA

Marital Status

Select marital

House No / Unit no

Address as per NRIC / Passport

6:23

79%

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Address must be exactly as per MyKad
Registration will reject if given address are not same as submitted MyKad

Street / Residential area

Address as per NRIC / Passport

Address must be exactly as per MyKad
Registration will reject if given address are not same as submitted MyKad

Region / District

Address as per NRIC / Passport

Address must be exactly as per MyKad
Registration will reject if given address are not same as submitted MyKad

Country

MALAYSIA

State

Johor

City

Ayer Baloi

Postcode

6:24

79%

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MALAYSIA

State

Johor

City

Ayer Baloi

Postcode

Mykad / Passport Front

Choose File

no file selected

Mykad / Passport Back

Choose File

no file selected

Selfie with Mykad / Passport

Choose File

no file selected

Submit

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Registration – SIM CARD process flow

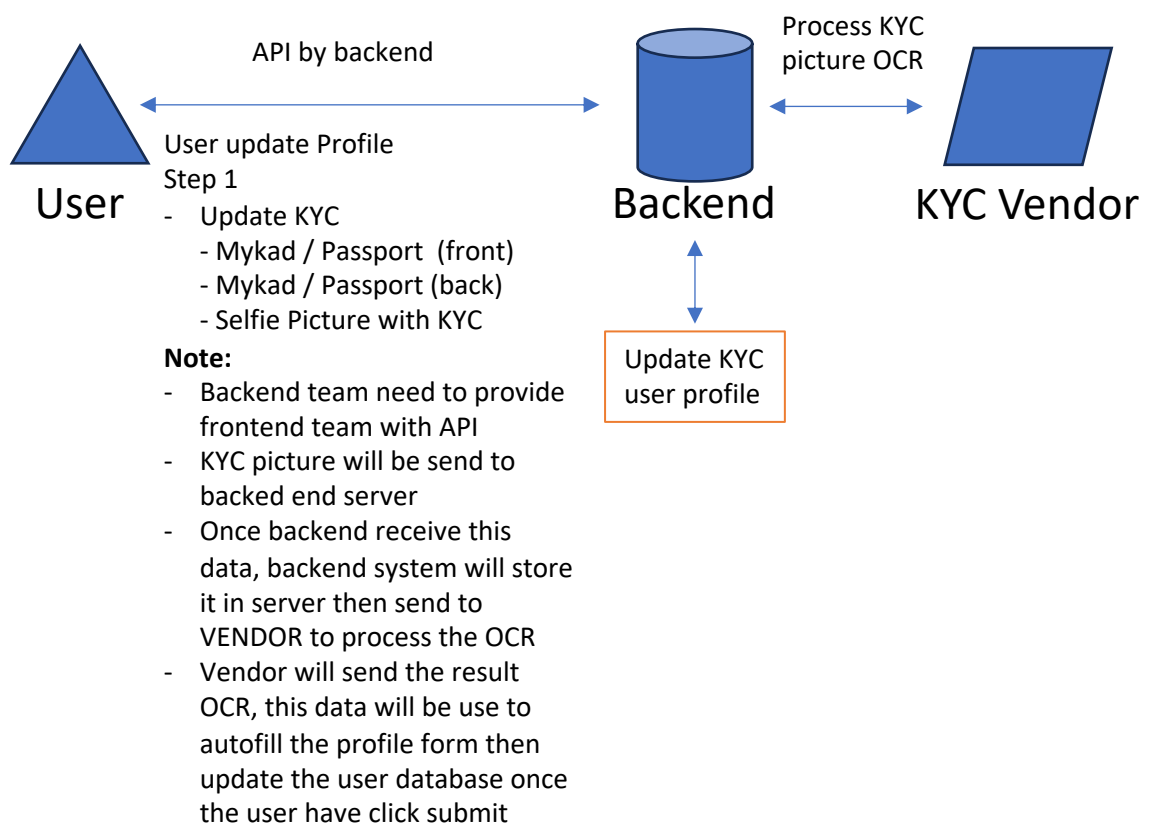
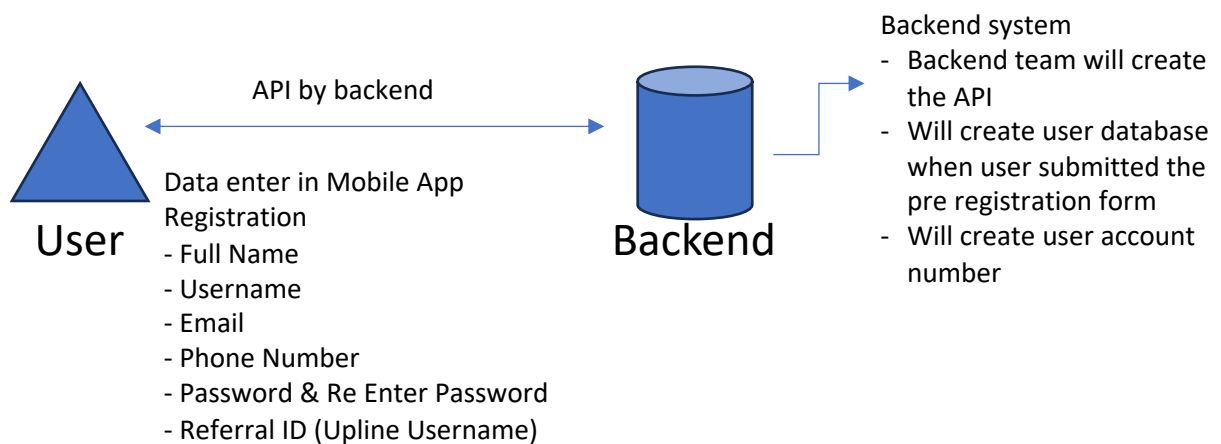
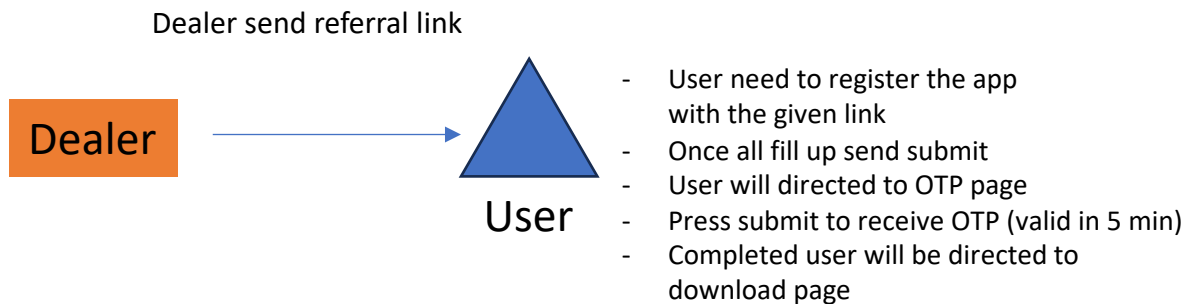
STEP 2

1. Choose Phone Number
 - a) A dropdown button to choose number from dealer stock (Upline)
 - b) Or enter phone number manually
2. Enter manually 6 digit ICCD
3. Choose package plan
 - Please Select – (list of package plan available)
4. Activation Pin (by default it will be auto tick, user can untick)
Note:
 - a) If user pay with AP then they will intitle to get 10% DRA Reward from package plan price
Example: If package plan is RM30 then DRA reward is RM3 (10%)
 - b) If user purchase with AP then their sim card validity will be 12 month + every time pay monthly renewal will added additional 2 month extra validity (capped up to 36 months)
 - c) If user untick then the DRA Reward will be only 5% and sim card validity is only 2 months
5. Itemize bill and total
6. Pay now button
 - Once the user click at pay now button the system will check the user Virtual Account credit balance if the total credit is enough then this amount will be transfer to “Company Virtual Escrow acc”
 - Waiting for registration to pavocomms clear (Success or Rejected)
 - If success this amount will be transfer to
 - a) Pavocomms - For package plan cost
 - b) Telcopayout - 25% from the package plan will be into this account then it will be paid the commission accordingly
 - c) BemobileDRA - 10% with AP or 5% with AP for registered Sim card user DRA reward
 - d) StokistReward - 1.5% to Mobile Stockiest, 2.0% Area Stockiest or 2.5% Master stockiest
 - e) Apreward - commission for selling AP to smokiest and dealer
 - f) Bemobilebank - balance will be transfer to this account for company to withdrawal it to bank

Registration

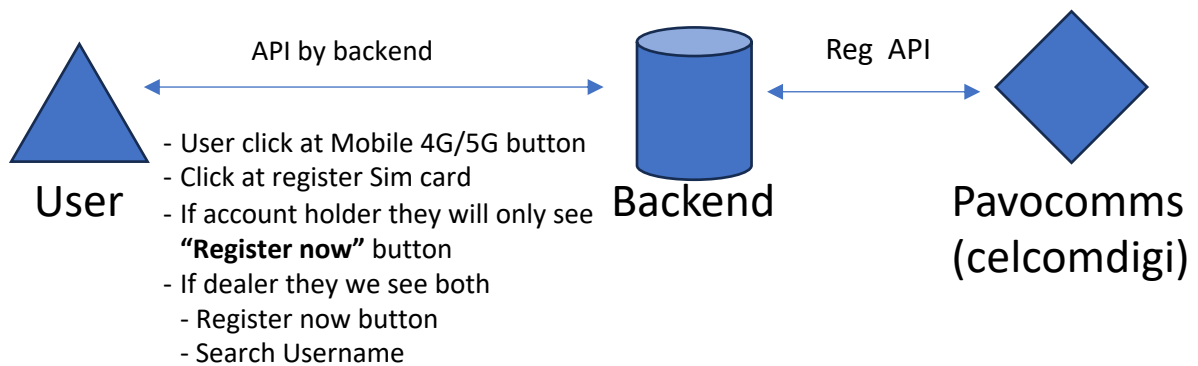
Mobile App Registration Process flow

Mobile Application Registration



Registration

Sim Card Registration Process flow



- When user (Account Holder) click at "Register Now", if they have fill up their profile detail, their KYC and personal information will auto fill the sim card registration together with attached the KYC document
- If they have not fill up their profile update they need to go through the sim card process

a) Choose Sim card Status

STEP 1

- New Sim Card, MNP, Sim replacement Change Ownership
- Update KYC (mykad/passport (front), Mykad/passport (back) and Selfie with KYC picture ***FOLLOW THE SAME PROCESS TO UPDATE PROFILE***

STEP 2

- Choose Phone number
- Enter ICCID
- Choose package plan
- Click or unclick Activation PIN
- Itemize Billing
- Submit

STEP 3

Note :

- Will deduct user VA
- Transfer this amount to Sim Reg VA account
- If success it will distributed to all stateholder
- If FAIL the amount will be revert and credit back to user VA account