

RDD SYSTEM

User Guide

Sample Solutions

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Introduction

RDD system is an automated system developed by Sample Solutions for the purpose of ordering RDD Sample. The system is designed in a way that offers user-friendly interface, clear overview of the available sample, different payment options as well as what will be the end price for the order. What the system provides is both mobile and landline numbers that if available, can be processed for the user within couple of minutes. Furthermore, the system offers automatic creation of National Representative Sample as well as Geocoding Enrichment of data.

Except the automated order processing - when needed Sample Solutions can also send the user a personal customizable order via the system. It will as well assure reliable and secure connection protected with the highest SSL certificates. Furthermore, all the processed orders and files will be safely stored on the company's dedicated server.

Read more about the options and services that this system has in the section below.

2

Welcome Screen

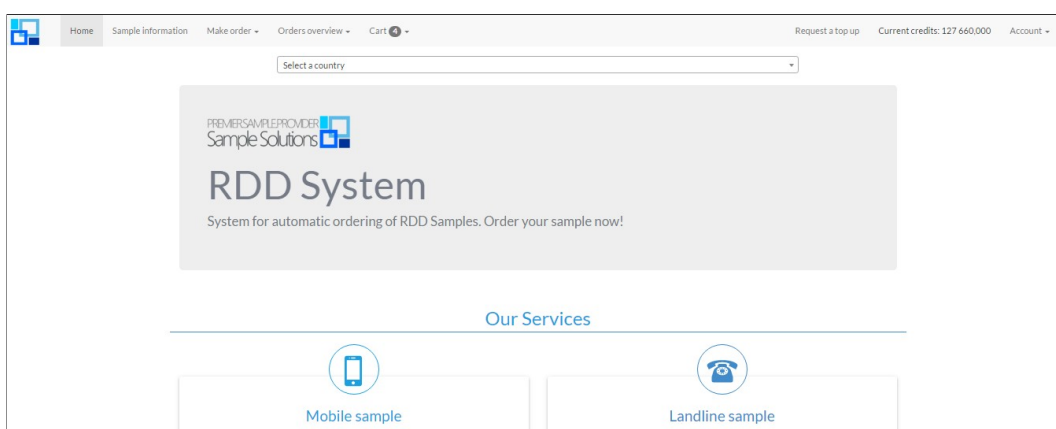


Figure 2.1: Welcome Screen

Once logged in into the RDD System, the initial page that the user will see is shown on the picture above. Available from here are the navigation menu and some basic information regarding mobile / landline sample.

In the top left corner the user can access the menus where he can obtain more details for the country he selected (Sample Information Menu), or directly proceed with ordering sample (Make Order Menu).

In the top right corner the user can preview his current credit status and request a top up, if needed. This is only valid for Credit Users and will be explained in details in the Payment section. Additionally, the user can access the Account Menu where he can edit his account details or select and use one of the extra services that the RDD system offers. This part of the system will be tackled in details in the Additional Services section.

3

Sample Information

What is essential and beneficial, especially for new users is the Sample Information menu. **Note:** before the user starts with any kind of activity, he needs to select a country from the dropdown menu in the center of the page - as seen on the picture below.



Figure 3.1: Selecting a country

Once the user selects a country, he can get a clear overview for that country. All the available mobile providers as well as offered landline selectors will be clearly shown so the user gets complete overview of all information and data the system provides at the moment.

Additionally - for the selected country prices for mobile, landline and geocoding orders will be shown accordingly. The price is shown per number and the user can see how many credits he will spend if an order is submitted. Preview of the Sample Information Menu once a country is selected can be seen below.

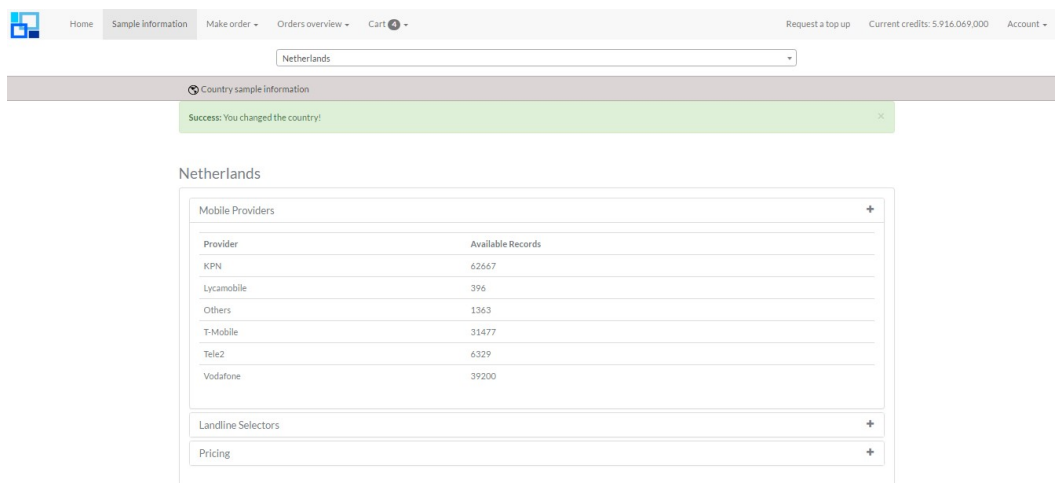


Figure 3.2: Detailed information per country

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Ordering

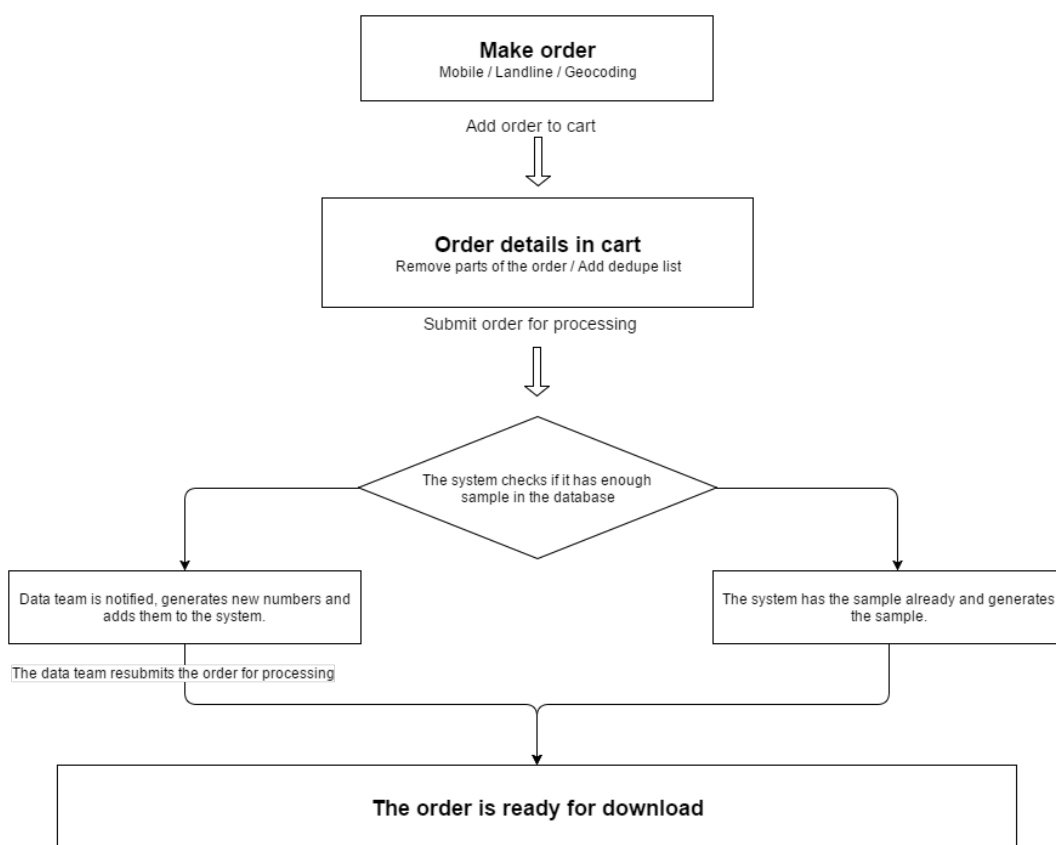


Figure 4.1: Workflow diagram

On the picture above the workflow diagram can be seen. Further in this section all the parts of the ordering process will be detailed explained. If the user wants to make an order and selects the 'Make Order' menu, he can choose between ordering mobile sample, landline sample or data geocoding enrichment.

Note: All the orders may include dedupe list set per order or do-not-call list set by country.

4.1. Mobile Ordering

Once the user has selected a country for his upcoming mobile order he can choose whether he needs General Order or Order by Provider.

4.1.1. General Order

When the user wants to make a general order he just needs to put in the desired amount for the mobile sample and optionally name his order as well as specify how many months old should be the numbers. **Note:** If the user does not specify months, the system will automatically provide him numbers older than three months.

Figure 4.2: General Order preview

4.1.2. Order by Provider

When ordering by provider, the user can see the available providers for the country he selected. There are text fields next to each provider that if populated - they will be considered as the desired amount per provider. In case they are left empty, the system will presume that the amount is zero. Optionally, the user can name his order and specify how old the numbers will be. **Note:** If the user does not specify months, the system will automatically provide him numbers older than three months.

Figure 4.3: Order by Provider preview

4.2. Landline Ordering

Landline Ordering can be done either by selector or as National Representative sample of the selected country. The available selectors vary from the country.

4.2.1. Landline Order by selector

The screenshot shows a web interface titled "Selected country - Netherlands". It has two tabs: "By Selector" (active) and "National Representative". Below the tabs, a light blue box contains instructions: "Landline order by selector. You can specify: 1. The selector values / amount of numbers. 2. The name for the order and the generated file. 3. Timestamp of the numbers - last time the number is contacted. With this, you add this order in your cart where you can edit it and submit it for processing." Below this, a grey box titled "By selector - Netherlands" contains a "Choose a selector" label and a dropdown menu with the text "Choose a selector".

Figure 4.4: Landline Order by selector

In some cases after choosing a selector the user can see the pre-populated possible variations of it. By clicking on these pre-populated variations he can automatically add them in the text fields together with the desired amount per selector variation alongside. Once the user inserts everything, he can proceed with adding the order to his cart.

This screenshot shows the same interface as Figure 4.4, but with the dropdown menu open. The dropdown shows "Province". Below it, a box titled "List of all available selector values (click on the items for automatic copy to the textarea)" contains a list of Dutch provinces: Drenthe, Flevoland, Friesland, Gelderland, Groningen, Limburg, Noord-Brabant, Noord-Holland, Overijssel, Utrecht, Zeeland, and Zuid-Holland. At the bottom, there are two large empty text areas labeled "Enter the selector values in new rows" and "Enter the amounts in new rows".

Figure 4.5: Landline Order by selector

4.2.2. National Representative landline order

The National Representative sample in the RDD System is made by the number and amount of selectors available per country. Like in all other orders, the user can specify the name of his unique order as well as how old the numbers should be. After this, he can add his order to the cart. **Note:** If the user does not specify months, the system will automatically provide him numbers older than three months.

Amount

Amount

Order details

You can specify name for the order and the generated file

Order name

If you find it easier to name your orders, you can specify a name which will be used for the order and for the generated file.
If you not specify an order name, you can change this at anytime in the orders overview pages.

Ignore numbers that have been used in the last X months.

3

Note: By default we will give you numbers that haven't been used for at least 3 months. If you wish to order numbers that haven't been in use for more than 3 months please fill in this field.
Please beware that we might have less numbers available for you if you order numbers that haven't been used more than 3 months.

Add this order to your cart

Figure 4.6: National representative landline order

4.3. Geocoding Ordering

If the user needs Geocoding Enrichment from the RDD system, then the only thing he needs to do is insert the landline numbers he needs geocoding information for. Once inserted, he can add his order to the cart. The inserting can be previewed in the picture below.

Insert Landline numbers that you want to get Geocoding Information for

Phonenumbers

You can specify name for the order and the generated file

Order name

If you find it easier to name your orders, you can specify a name which will be used for the order and for the generated file.
If you not specify an order name, you can change this at anytime in the orders overview pages.

Add this order to your cart

Figure 4.7: Geocoding order

4.4. Cart

Once the user clicks on the 'Add to Cart' button, therefore confirming that he wants his order added to the cart, the system will automatically redirects him to the Cart Menu as seen on the picture below.

Landline orders cart								
	Name	Country	Type	Details	Price	Older than	Ordered on	Actions
PO-18		Netherlands	Order by selector	province - Gelderland 2 province - Groningen 2	0,24	3 Months	1 second ago	Continue with Order
				Total numbers ordered: 4				

Figure 4.8: Geocoding order

Here the user can preview all details for the order he just made including:

- Unique order number
- Name of the order (optionally)
- Selected Country
- Order type - for Mobile and Landline orders
- Order Details
- Price for the whole order
- Number of months the numbers will be older than
- Ordering time and date
- Action - where the user can proceed with final submission of the order

4.5. Edit/Submit Order

4.5.1. For Mobile/Landline Orders

Once the user confirms all the order details and clicks the 'Continue with order' button, edit/submit window is shown for him. Here the user can made his final changes, if any. If there are no changes, the user can go straight to 'Submit for processing' button as seen on the picture below.

Mobile order

order_nl_mobile_testing

General

Netherlands

General order
Amount: 234

Insert the dedupe list for the order

Total credits spent : 4,68

Ex.
00447400110436
00447400112626
00447400143735

Submit for processing

Figure 4.9: Submitting order with no changes

In case the user wants to make changes to the order, the following options are available.

1. Delete the entire order.
2. Insert Dedupe List - list of numbers that the user wants to make sure it will not appear in the final order.
3. Delete parts of the order - in this window the user can clearly see which list items of his order are available. The RDD System calculates the sample availability in real-time therefore marking the available items green and the unavailable ones red.

Mobile order

By provider

Netherlands

KPN	Amount: 20000	X
Vodafone	Amount: 100000	X
Tele2	Amount: 20	X

Total credits spent : 2.400,40

Insert the dedupe list for the order

Ex.
00447400110436
00447400112626
00447400143735

Submit for processing

Figure 4.10: Delete parts of an order

In case the user still wants to proceed with the order, but doesn't want some of the list items he can delete them and then proceed with the altered order.

4.5.2. For Geocoding Orders

After the user clicks on the 'Continue to order' button, the system will automatically in real-time check how many numbers out of the inserted batch can be geocoded. The final result looks like the one of the picture below.

Geocoding order

Netherlands

Useful information
In this section, you can see how many of the numbers we can automatically enrich.
In regard to this, we will charge you accordingly.

1 / 2
Available / Total submitted numbers

Total credits spent: 0,020

Submit order

Delete entire order

Figure 4.11: Submit geocoding order

After checking the availability, the user can choose if he wants to continue with the order and submit it for processing or delete the entire order. He will only be charged for the numbers that can be geocoded.

Note: Please be aware that if the user had set do-not-call list and/or dedupe list they will be taken into account after the submission of the file. Therefore, the availability status of the order may be changed due to this parameters.

5

Order Overview

Once the user submits the order from the cart, it is transferred to the orders overview. There are three type of overviews for orders – mobile, landline and geocoding respectively. They can be accessed from the main menu item Orders overview.



Figure 5.1: Order Overview Menu

The overviews of orders represent the user's submitted orders and their status:

- Pending – the order is still processing. If the user ordered sample that is already in the system (this is indicated in the cart section), the order will be processing in relatively short amount of time.
- Ready for download / Finished – the order is processed and it is ready for download. A download sample button will be shown that allows to user to download the .csv file.

All order overview tables consist of the same fields:

- PO – PO number is a unique order number of that type (mobile, landline or geocoding). If the user needs some kind of support around any order, the PO number and the type of order are the information that they need to supply.
- Country – the country from which the sample originates.
- Alias / Order name – if the user needs/wants to name their orders and files for the orders, they can do that easily with this option (clicking on the pencil icon and inserting the order name). If the order has an alias or a name, the file will also have that name once downloaded.
- Order details / Amount – this column represents the order details – how many numbers are order per selector / provider etc.
- Ordered on – the date when the order was submitted.
- Processed – column which shows Pending if the order is still processing or Download button if the order is ready for download.

The tables can be searched by country or order name and can be sorted by PO number, ordered on date and order status.

5.1. Mobile orders overview

The mobile orders overview shows the submitted mobile orders of the user. The orders are divided into two tabs General orders and Orders by provider.

Overview orders mobile

The overview is divided into General orders and orders by provider.
The tables support searching and sorting by every column.

General

By provider

Show 10 entries

Search:

	Country	Order Name	Amount	Ordered on	Action
PO - 8	Belgium		1000	2016-11-29 10:52:00	<div>Processed</div> <div>Download</div>

Showing 1 to 1 of 1 entries

Previous1Next

Figure 5.2: General Orders

Overview orders mobile

The overview is divided into General orders and orders by provider.
The tables support searching and sorting by every column.

General

By provider

Show 10 entries

Search:

	Country	Order Name	Amount	Ordered on	Action
PO - 9	Belgium		Orange 10 Proximus 10 BASE 10	2016-11-29 10:53:54	<div>Pending</div>

Showing 1 to 1 of 1 entries

Previous1Next

Figure 5.3: Orders By Provider

5.2. Landline orders overview

The landline orders overview shows the submitted landline orders of the user. The orders are divided into two tabs Orders by selector and Orders by national representative.

Overview orders landline

The overview is divided into orders by selector and national representative orders. The tables support searching and sorting by every column.

By selector By national representative

Show entries Search:

PO	Country	Alias	Details	Ordered on	Processed
PO - 9	Netherlands	Campaign 213	province // Groningen - 100 province // Limburg - 100	2016-11-21 15:12:41	Processed Download
PO - 8	Netherlands		province // Limburg - 1212	2016-11-21 14:33:59	Pending
PO - 7	Netherlands		province // Groningen - 100 province // Limburg - 100	2016-11-21 13:56:17	Processed Download
PO - 4	Belgium		language_code // Dutch - 5 language_code // German/French - 5	2016-11-15 11:46:22	Processed Download
PO - 2	Saudi Arabia		region // Jazan - 2147483647 region // Madinah - 5	2016-11-15 11:41:32	Pending

Showing 1 to 5 of 5 entries Previous **1** Next

Figure 5.4: Landline - by selector

Overview orders landline

The overview is divided into orders by selector and national representative orders. The tables support searching and sorting by every column.

By selector By national representative

Show entries Search:

PO	Country	Name	Amount	Ordered on	Processed
PO - 3	Belgium	National Belgium 11.16.2016	2147483647	2016-11-15 11:44:17	Pending

Showing 1 to 1 of 1 entries Previous **1** Next

Figure 5.5: Landline - National Representative

5.3. Geocoding orders overview

The geocoding orders overview shows the submitted geocoding orders of the user.

Geocoding orders overview

The overview is one table consisting of all geocoding orders. The table support searching and sorting by every column.

Show entries Search:

PO	Country	Alias	Amount	Ordered on	Processed
PO - 2	Italy	Italy geocoding	4	2016-11-29 11:35:04	Processed Download

Showing 1 to 1 of 1 entries Previous **1** Next

Figure 5.6: Geocoding enrichment orders overview

6

Payment

Once the user has selected a country in the Sample Information Menu, prices for the specific country can be seen. Also, throughout the ordering process the user can constantly see the price for the specific order he submitted.

In this system there are two types of payment user - Credit Payment User and Invoice Payment User. Feel free to talk this through with your contact person from Sample Solutions since you can choose whether you want to be Credit or Invoice Payment User.

6.1. Credit Type User

Credit Type User is kind of pre-paid user. The user can order from the RDD System as long as the amount of credits is higher than the price of the order he placed. In the top right corner, as shown on the picture below, the user can always track its current credit state.



Figure 6.1: Current credits

In case of lacking credits, the user can request for a top up from the administrator at anytime. The amount of credits requested depends on the user itself. Once a top up request is made an administrator of the system is notified. He then, from the admin area of the system will proceed with the request. Once he adds the credits, an email notification will be send to the user and he can start using the credits instantly. The pop-up window for top us is seen on the picture below.

Request credit top up for your account

×

Specify the amount

E.g. 1000

Requesting a top up, will result in notifying the administrators of the system.
After they update your credit amount, you will be promptly notified by receiving an email.

Close

Submit request

Figure 6.2: Current credits

6.2. Invoice Type User

Invoice Type User is mostly alike post-paid user, meaning that the user has complete freedom to make orders no matter the quantities. Every order the user makes is considered as a separate transaction and once per month by default Sample Solutions sends an invoice to the user with the sum of the transactions made. More or less frequent invoice issuing and payment can be arranged with your personal contact at Sample Solutions.

7

Additional Services

7.1. My Account

The screenshot displays a 'My Account' form with two main sections: 'Personal Information' and 'Contact'. The 'Personal Information' section includes fields for First Name (Test), Last Name (User), and Email (testuser@testuser.com). It also has Password and Confirm Password fields with a note: 'If you don't want to change password... please leave them empty'. The 'Contact' section includes an Address field, a Select Country dropdown (Micronesia, Federated States of), and State, City, and Postal fields. A 'Save' button is at the bottom.

My Account

Personal Information

First Name: *

Last Name: *

Email: *

If you don't want to change password... please leave them empty

Password: *

Confirm Password: *

Contact

Address:

Select Country:

State:

City:

Postal:

Figure 7.1: My Account

You can preview the My Account Menu on the picture above.

The My Account Menu serves to the user when he needs to change/update his personal information. The user can change its name, e-mail (address where all the notifications are going to be sent to), password or user details.

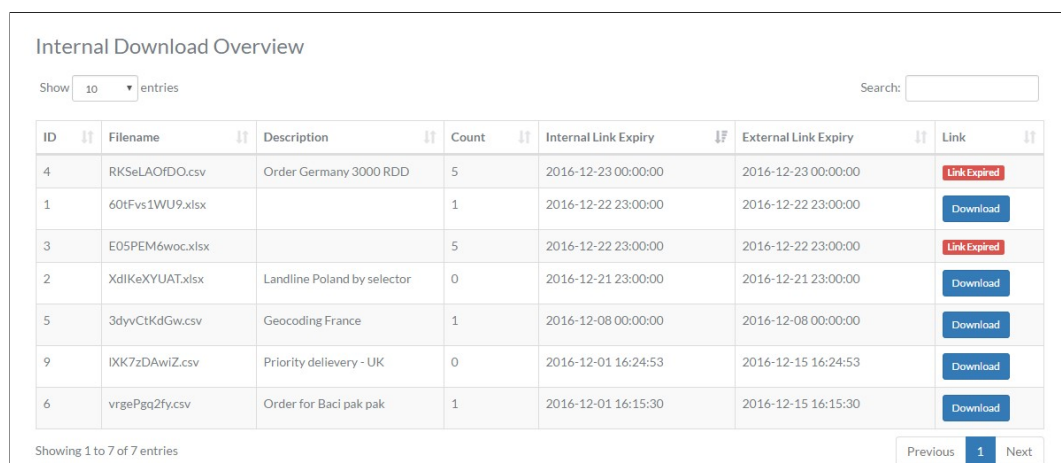
Note: The first time an account is made for the user, the system will create random unique password that will be used for system access. Once the user is logged in, make sure the password is changed with a different one.

7.2. Internal Downloads

Internal Downloads service is considered as alternative option of receiving the user's desired order. The user will benefit from this service in case he has customizable order that the RDD System can't provide at the given moment, but Sample Solutions and its Data Team can.

So all additional orders can be found in this menu. The administrator (contact person from Sample Solutions for the user) will upload the file from the admin area and the user will receive an email notification that the sent file can be found in the Internal Area Menu. Additionally this way, the contents of the file are encrypted and it's sent via secure protocols.

The Internal Downloads area is shown on the picture below.



ID	Filename	Description	Count	Internal Link Expiry	External Link Expiry	Link
4	RKSeLAOfDO.csv	Order Germany 3000 RDD	5	2016-12-23 00:00:00	2016-12-23 00:00:00	Link Expired
1	60tFvs1WU9.xlsx		1	2016-12-22 23:00:00	2016-12-22 23:00:00	Download
3	E05PEM6woc.xlsx		5	2016-12-22 23:00:00	2016-12-22 23:00:00	Link Expired
2	XdlKeXYUAT.xlsx	Landline Poland by selector	0	2016-12-21 23:00:00	2016-12-21 23:00:00	Download
5	3dyvCtKdGw.csv	Geocoding France	1	2016-12-08 00:00:00	2016-12-08 00:00:00	Download
9	IXK7zDAwiZ.csv	Priority delivery - UK	0	2016-12-01 16:24:53	2016-12-15 16:24:53	Download
6	vrgePgq2fy.csv	Order for Baci pak pak	1	2016-12-01 16:15:30	2016-12-15 16:15:30	Download

Showing 1 to 7 of 7 entries

Previous 1 Next

Figure 7.2: Internal Download Area

Note: The Internal Download area links to the files can be downloaded up to five times and last no more than twenty-one days. Be aware of this while working with this part of the system. If the link is downloaded more than five times or it's expired you will see red notification instead of the download button.

7.2.1. External Downloads

As an extra option to the Download Area, this system covers External Downloads as well. External Downloads basically provide the same service and file downloading as internal downloads, only like this the user does not have to actually log into the system.

Note: The External Download links to the files can be downloaded up to three times and last no more than seven days. Be aware of this while working with this part of the system. If the link is downloaded more than three times or it's expired you will not be allowed to download anymore. Internal and External Download areas are connected so note that the download count is the same for both.



Figure 7.3: Preview of expired link

The user can use this service if he doesn't need to log into the system at the moment or if needs an extra third person that doesn't have access to the RDD System to download the file. The following procedure is happening in case of an external download:

- The administrator uploads and sends the file from the admin area of the system. In case the user specifically asks, extra people can be added in CC and have access to the file. It is not mandatory for the extra recipients to be users of the system.
- Two e-mail notifications are sent to the receiptient(s). One with links to internal / external links and the second one with an unique password for that file.
- Only when logging into external area you will be asked to enter the password for security purposes.



Figure 7.4: External Download - entering password

- After entering the password, the user is enabled to download the file

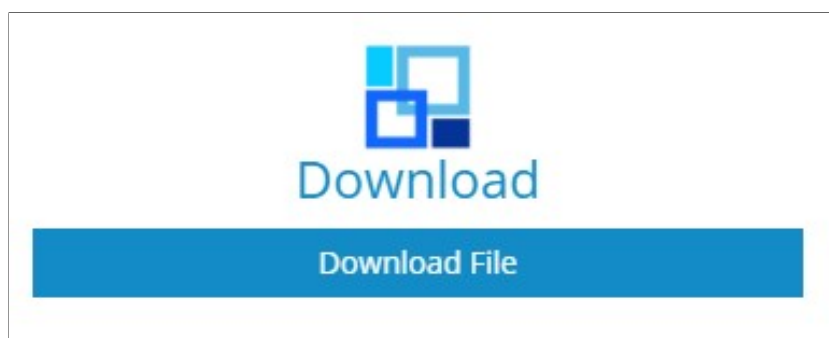


Figure 7.5: External Download Area - downloading file

7.3. Do-not-call lists

Do not call lists is a functionality implemented for every user, accessible in the top right Account dropdown menu.



Figure 7.6: Do-not-call lists menu

The do not call lists functionality gives the user ability to specify two lists per country (mobile and landline) which the system will then use them to dedupe every order specified from that country.

On the do not call lists view, there are two upload areas for every country – mobile and landline. Once clicked on the Add list button, the system shows a field to paste the phone numbers in new rows respectively.

 A screenshot of the 'Do not call lists' form. The form is titled 'Do not call lists' and contains four sections for different countries: Austria, Belgium, Bulgaria, and Croatia. Each section has two columns: 'Mobile' and 'Landline'. Under each column, there is an 'Add list' button with a plus icon. For Belgium, the 'Mobile' section is expanded, showing a text area for pasting phone numbers and a confirmation button with a checkmark and an 'x' icon.

Figure 7.7: Add phone numbers form

Once added, the lists can be downloaded, deleted and/or replaced by new lists. **Note:** The lists will be used for every order made of that type and of that country. You cannot disable the do-not-call lists per order.

 A screenshot of the 'Do not call lists' form, focusing on the Belgium section. The 'Mobile' section is expanded, showing a green 'Download list' button with a download icon and a red trash icon. The 'Landline' section also has an 'Add list' button with a plus icon.

Figure 7.8: Do-not-list options

Note: Please be aware that if the user had set do-not-call list and/or dedupe list they will be taken into account after the submission of the file. Therefore, the availability status of the order may be changed due to this parameters.