

# **Chapter 14**

**Sancharsoft**

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### **1. Sancharsoft**

Sancharsoft is a SIM Inventory Management Application is jointly designed and maintained by IT Cell Chennai Telephones and ITPC Hyderabad.

SIM Inventory Management is a web based application for integrated management of O&M and Sales & Distribution Channels. Software is designed based on actual work flow for O&M and SIM/RC sales network.

Application is hosted on Zonal WEB server with oracles 8i server at back end, User access control, security features are in built. It is possible to trace all transactions. This application will be accessible on both CELLONE/Dotsoft network and MPLS networks. It is proposed to provided Sales and MIS reports through intranet WEB SITE for all the circles.

### **2. SIM Inventory Management**

Sancharsoft is SIM and RC, other Prepaid Inventory Management tool, Incorporates workflow like no other tool available in the market. It has been integrated to IN and HLR to ensure that all the activities related to SIM and RC are automated. Entire Setup is mapped to workflow right from procurement of SIM to Sale at Point of Sale, with Roles and Responsibilities well defined as per Corporate Guidelines.

### **3. Important Features**

- Procurement, allotment, distribution and sale through online transactions.
- Enabling/Activation of SIM based on sale, CAF data
- CAF monitoring can provided alert to Franchisee, Retailers and customer through SMS
- Reconciliation of Sold inventory v/s stock by Scheduled Synchronization/querying of IN and HLR
- Integration of Franchise and commission calculation based on SIM activation info as per guidelines.

- Access to Franchisee for monitoring retailers Sales if SIM card activation of SIM commission, Invoices, CAF submission status
- Handling of Damaged/Lost RC and SIM inventory. Blocking of Damaged to RC/SIM to issue replacements and their accounting
- Stock Reports to ensure availability of stores at POS
- Performance report of CSR/CSC/SSA/franchises/DSA
- Performance of various marketing schemes and live reports on day-to-day basis.
- System is configured to send this sale info to activation server, and CAF info to Billing server.
- System can be configured to accept IN info on SIM activation and deactivation, which will be used for SSA wise net additions closer analysis as per SSA. Franchises commission is computed based actual activation. Retention bonus, retention of mobiles connection as per franchise can also be computed.

#### **4. Brief description of the modules**

Sancharsoft is modular the system can provide user role based access control and rights and also based on product thus providing full functionality of Sales and Distribution Channel. Access to franchisee can be provided through Broadband VPN, franchisee user module provides required functionality to franchisee.

#### **Following modules are provided: -**

- Plan and Product Additions
- Prepaid SIM
- Postpaid SIM
- Dummy SIM cards
- Data cards for GSM
- GSM Vouchers Recharge/Top up/Validity
- Sales Module, Invoice Cancellation & discount
- CTOP Sales

- EPIN Sales
- Fixed line products (FLPP/CALL Now/Sancharnet/ITC)
- Product Conversion
- User modules for
  - a. Sys Admin
  - b. Top management user
  - c. Circle Admin
  - d. Circle accounts & Marketing
  - e. SSA Accounts & Marketing & SSA Management
  - f. CSR
  - g. Franchisee
  - h. Network Elements (MSC/In)
  - i. Configuration and Setup
  - j. Management Reports available

This document describes only functions under each module and user manual provides function available to each user role. Reports are provided as per the requirement at each Role.

**Sales Modules, Invoice Cancellation & discount Module:** -Sales modules supports sale of SIMs, recharge vouchers, FLPP etc to customer, Franchises, DSA, PCO and other channels like circle DSA or Business associate or EPIN vendor etc.

**Plan and product addition Module:** - By this module new plan and products can be added. So, this module is very beneficial to the management.

**Prepaid SIM Module:** - This module consists of:

- A. **Inventory Loading:** - Prepaid SIM cards have to be loaded into the system.. There are two modes. One when PO is generated by using system, inventory is populated including pairing information. Second method is devised for loading existing SIM cards in circle stores/ SSA stores and CSC. Circle/SSA/CSC users can load SIM card information through one times data entry link provided in main page. The user is prompted to select the plan, and starting serial number of SIM and quantity. Based on this information system will retrieve pairing data from billing server, GSM number and SIM number information along with tariff details are loaded into the system. The link supports upto 5000 SIM cards at a time.
- B. **CAF Data Entry and Activation:** - SIM allotted to CSC, DSA and PCO etc (other than franchisee) can be activated through CSC user login, here by default two level control/process is available. One user may enter the CAF data and

second user or supervisor may send for activation after verification of the data fed.

- C. **CAF Submission:** - Franchisee can generate CAF list to be submitted to SSA and also CSC can generate similar list to submit to central storage in case of Bigger Cities/SSAs.
- D. **CAF data to Billing and Call Center:** - System will capture CAF data before activation it can be updated in billing system at the end of the day.
- E. **Reports:-**

**At CSC/Franchisee:** - Daily Sales List.

**At SSA/Circle Level:** - Activation Report, Franchisee Purchase,

**Analysis of SIM sales** up to last minute sales etc.

**Postpaid SIM Module:** - Postpaid SIM inventory consists of dummy SIM cards and MSISDN number. Dummy SIM cards can be uploaded to system by respective user in case existing SIM cards. Centralized postpaid activation at SSA has to be provided as per the sales report from Sancharsoft.

**Dummy SIM cards for Replacement of Prepaid SIM Module:** - Dummy SIM cards can be uploaded to system by the circle user and allotted to all field units. Existing cards can be loaded by into the system by respective user.

**Data Cards for GSM Module:** - Data Cards and USB can be configured and sold through Sancharsoft. The Procedure is similar to SIM cards. This is separate product category hence separate commission/discount can be configured and also Sales tax etc can be added to value of the product as one of the Charges payable by customer.

**Product Conversion Module:** - This tool is for reclassification of inventory in the event of any plan is withdrawn or expires. All type of products which remains as unsold stock at Circle Level, SSA Level or CSB Level can be converted to other product by this product/plan conversion tool.

**Fixed line products (FLPP/CALL Now/Sancharnet/ITC) Module:** - These products can be sold through Sancharsoft thus consolidating all prepaid products under single inventory package. Commission structure and discount can differently configured for each of these products. Invoice can be raised on any of the sales channel and retail sales at CSC.

**Management Login Module:** - This module is used by senior officers of BSNL to monitor the sales activities. There is SSA level and Circle level user for accessing sales

reports and stock status. Following reports are available to head of the SSA and Sales team.

- Activation Reports: - Total SIMs activated using SMS facility, Data entered into the system, CAF submitted etc.
- Franchisee Reports: - List of Franchisee in any SSA, total purchase by franchisee, unsold stock with all sales outlets.
- DSA/STD-PCO Reports: - Available List of DSA/STD-PCO.
- Retailer Sales Report: - List of retailer in any SSA, Sales information from all SSAs, Detailed sales report of any Franchisee.
- Sales Report: - All types of products like SIM, Recharge, FLPP, CTOP etc.

**Franchisee Module:** - Franchisee is provided with access using BB-VPN. Franchisee has following facilities:

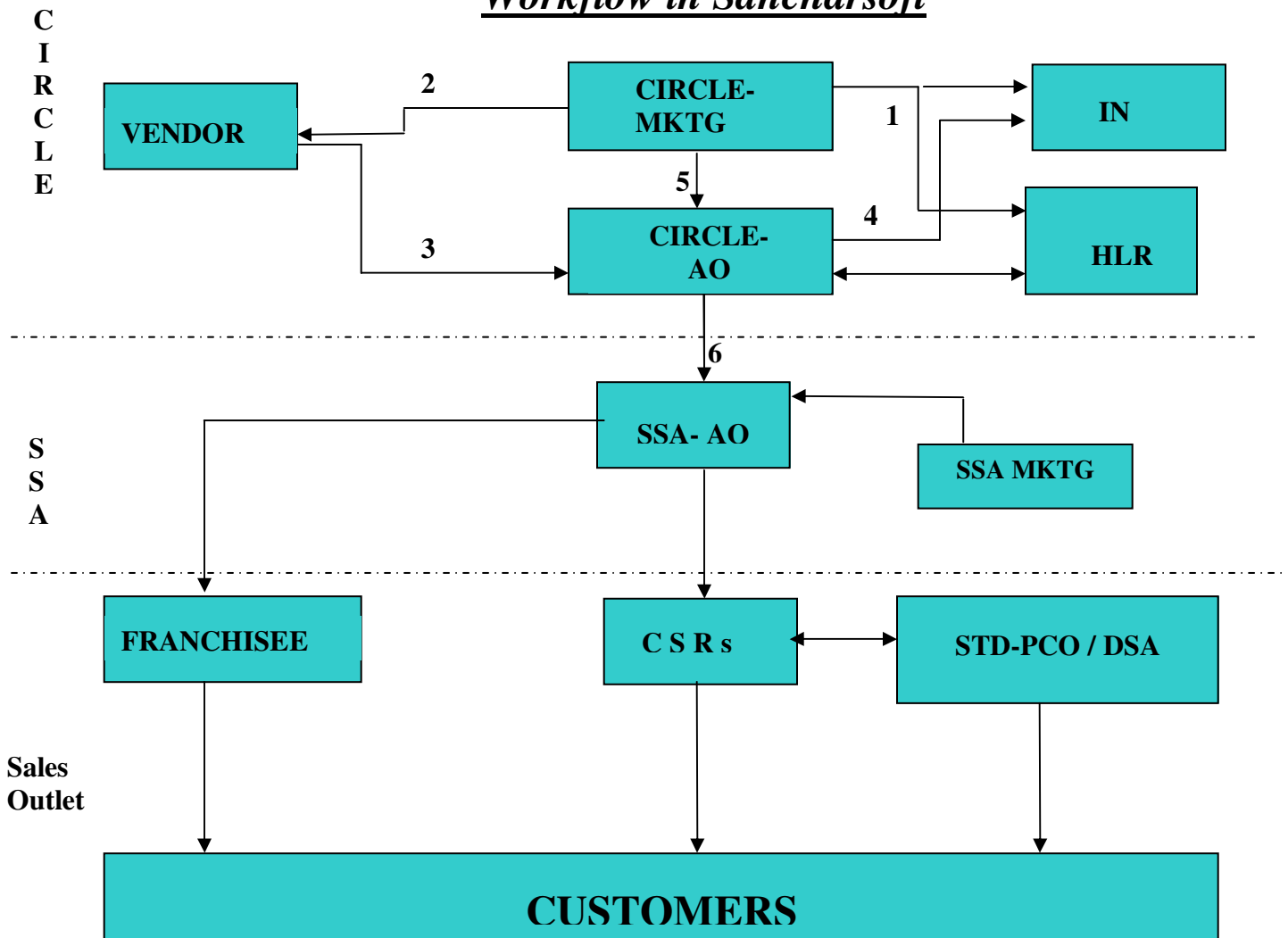
- Make sales entry and Activate SIM card
- View invoice from SSA
- View unsold SIM cards information
- Add retailers
- View retailers stock
- Allot/Sale to retailer
- View Allotment/Sales information
- View CAF submission/ Pending Data entry status
- View list of activated connections
- TDS and other reports as proposed in design will be provided.

**SYSADMIN Login Module:** - This module is used for the following functions:

Add/Edit/View of the following activities:-

- Circle
- All India Packages (Plans)
- Regional Packages
- Service Packages

**Workflow in Sancharsoft**



- 1. Creation Order
- 2. Purchase Order
- 3. Deliver of Inventory

- 4. Enable/Pairing (Auth) Order
- 5. Allotment from MKTG
- 6. Allotment to SSA