

**AUTOMATION OF TELECOMMUNICATION FRANCHISEE**  
**(Information Brochure)**

## **Introduction**

A Telecom Franchise is a customer Sale and Support center for Various Mobile Products and Fixed Wireless Phones. It deals in selling of Handsets (Mobiles), Recharge Vouchers, E-Tops and also performs Address Verification (AV) for a Telecommunication Franchiser Company. The other functions of the Franchise include Management of stock (Inventory), Management of Accounts for employee salary etc.

The major working of the outlet can be divided in the following Four categories: -

- 1.1) Stock
- 1.2) Sales
- 1.3) Address Verification Activity
- 1.4) Accounts

### Stock

Company maintains the stock of the following: -

- 1) Handsets
- 2) Recharge Vouchers
- 3) E-Tops
- 4) Other Products such as Data Cards.

**Handsets** can be classified into two types: - Normal Handsets and Fixed Wireless Phones.

Normal Handsets are of various types identified by its number and each and every handset has its own, unique RSN number. For example the stock of a handset of NOKIA numbered 2112 has 50 sets then each of these 50 sets will have their own RSN number. Warrantee of the set depends upon the above described RSN number.

Similarly Fixed Wireless Phones are also of various types identified by its RSN number but the RSN number of Fixed Wireless Phones is fixed for the specific customer. Also Fixed Wireless Phones are purchased on credit from the company and after selling the Phone payment is made.

**Recharge Vouchers** are also of various types and identified by their price. Recharge Vouchers also have a unique number but it is hidden for the outlet and customer until customer purchases it. Recharge vouchers are managed according to their quantity in the stock.

**E-Tops** are special recharge vouchers which will give some additional service to customer. They are managed similarly as Recharge Vouchers are managed.

### Requirements: -

- 1.1.1) The system should be able to manage the inventory of Handsets, Recharge Vouchers, E-Tops etc including stock updations during purchase and sales.

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- 1.1.2) **Stock not sold but out from office**-In case Stock is not sold but issued for some purpose such as marketing than the system should be able to maintain such type of data.
- 1.1.3) The system should manage the status of corrupted stock or returned stock.
- 1.1.4) The system should be able to generate the following reports: -
- a) Daily Report showing Opening Stock and Closing Stock i.e. Stock in Hand.
  - b) Monthly Report of Opening Stock and Closing Stock.

### Sales

The Telecom Franchise sells Handsets, Recharge Vouchers, E-Tops and other products of the Franchiser Telecom Company on which they get their commission which is based on various slabs.

Sale of Handset is done in two ways: - Normal Handset and Fixed Wireless Phones.

The Franchiser Company gives part payment to the outlet in the following manner. A part (say 50%) is given on customer acquisition and remaining part (50% in current case) is given after first bill paid by the customer.

**Note:** - The sales are done in bulk e.g. when a Handset can be sold at a price lesser than Cost Price this may increase the sales to cross the next slab which will increase the commission from the company.

Generation of Bill (Also called Receipt) on selling of an item is manual and each bill has its own unique number. There can be single bill for multiple items sold. A customer can made payment by cash or through cheque.

### Requirements:-

- 1.2.1) System should be able to manage the sales record of each item sold.
- 1.2.2) On selling an item the system should update its Quantity on hand.
- 1.2.3) The system should keep track of Quantity on hand of each item.
- 1.2.4) If an item is not available (Out of Stock) it should not show the details of that item during sales.
- 1.2.5) The system should generate the bill using the sales data.
- 1.2.6) If customer pays the bill through cheque the system should be able to maintain the record of cheque and additional Service tax.
- 1.2.7) The system should be able to generate income through sales provided the commission information and sales made during a period (Daily/Monthly).
- 1.2.8) In case of purchase from the company the system should be able to update the inventory.
- 1.2.9) Bill nos should be unique.
- 1.2.10) Cancellation of the Bill should be allowed.

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- 1.2.11) System should generate the following reports: -
- a) Daily Report of Sales and Commission-earned.
  - b) Daily Report of Purchases.
  - c) Monthly Report of Sales and Commission-earned.
  - d) Monthly Report of Purchases.
  - e) Report showing the items having maximum sales for Mobiles only to understand which items are in more demand.
  - f) Report of Cancelled Bills with reasons for cancellation.

Address Verification Activity

The Telecom Franchise to perform address for the operating region, the verification activity for the Franchiser company on commission basis. Commission for Address Verification (AV) is fixed and is calculated in the following manner: -

*Persons \* AV Amount + 12% Service Tax + 2% Education Cess*

Requirements: -

- 1.3.1) System should be able to maintain the records of Address Verification.
- 1.3.2) System should automatically generate the commission from the AV activity.
- 1.3.3) System should generate the Daily and Monthly report of Address Verification and the commission generated from the activity.

Accounts

The accounting section of outlet can be divided in to following two parts: -

- 1.4.1) Company Side Accounts
- 1.4.2) Payroll

**1.4.1) Company Side Accounts**

Outlet manages company side accounts on Excel sheets. It uses to send monthly data to the company and receives company payment which includes the data sent from company.

**1.4.2) Payroll**

Outlet maintains the salary structure in two categories: - Commission basis and Fixed Salary. An employee even can have both the payments.

For the Commission basis payments outlet maintains various slabs in different Fields of Street (FOS) according to which the commission for the employee is decided.

Requirements: -

- 1.4.1) System should be able to maintain the records of payroll and company side accounts.

- 1.4.2) System should be able to compare results of the company side and outlet for commission.
- 1.4.3) System should maintain the slabs decided by the outlet.
- 1.4.4) System should calculate the salary of the employees automatically using their daily data.
- 1.4.5) System should be able to generate the following reports: -
  - a) The Monthly comparison report of Company side report and Outlet report of commission
  - b) Salary Report (Confidential) of the month.
  - c) Import facility in the s/w from existing xl sheets.
  - d) Create a report for how many customers,the commission has not been obtained by the outlet.
  - e) What is the slab structure ?
  - f) The system should be able maintain change in policy.e.g. Xyz mobiles sold for abc commission.
  - g) Security/login user and role-wise.
  - h) CAF – Customer Application Form.
  - i) Do a stock.(dead on Arivals)
  - j) P/L Accounts – how these need to be maintained.

## **Screen Shots and Report view.**

### **a.) Splash Screen :-**



### **b.) Main Screen**



### c.)Purchase Screen

### d.)Store Entry

## **e.)Find Item**

Telecommunication Trenchies - [Search Stock Item]

Stores Sales Customer Exit

**Find Item** [View Entire Report](#)

Specify one or more criteria from below for search

PurchaseID  Stock Entry Date  Model No.

[View Purchase Details](#)

Product Type

RSN#

MDN#

Pre-paid  
 Post-paid  
 Activated  
 Pre-provisioned  
 Un-Activated

Status

Search Update Delete Close

Windows Taskbar: Presentation, 000-Kennedy, Data, Windows, Requirem..., Automatio..., Telecom (R..., SQL Serve..., Microsoft, Telecomm..., 9:48 PM

## **f.)Sale Agent**

Telecommunication Trenchies - [Sale Person]

Stores Sales Customer Exit

**Sale Agent** [View Entire Report](#) [View Report for this SalePerson](#)

SalePersonID  Begin Date  Remarks

Name

Type

**Contact Details**

Residential Address  City

State

Phone No

Mobile No  Alternate Phone No

E-Mail

Status

New Save Update Delete View Close

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## g.) Sale Entry

Telecommunication frenchies - [Make a Sale]

Stores Sales Customer Exit

**Sale Entry**

Basic | Customer | OTAF | Receive Payment | Items in Bill

SaleID  Sale Date 7/30/2009  Include this Item in Bill

**Stock Item**

RSN#   Item Without RSN# (Specify Product Type)  PurchaseID

RSN  ProductType

MDN  Model No.

PaidType  ActivatedType  Quantity 0

PleaseSpecify  Amount 0  Rate 0

New Save Update View Print Receipt Close

## h.) Customer Entry

Telecommunication frenchies - [Customer]

Stores Sales Customer Exit

**Customer Entry** [View Entire Report](#) [View Report for this Customer](#)

CustomerID  Nationality Indian

Name  Date of Birth 7/30/2009

Type  Place of Birth

**Contact Details**

Address for Billing  City  PAN/GIR Number

State UP  Form 60/61

Phone No  Pin-Code  Referred By

Mobile No  Address Verified  No  Yes

E-Mail  Proof of Identity for Billing  Proof of Identity

New Save Update Delete View Close

## Report of all Customers in (crystal Report)

All Customers	
CustomerID	1
Date Of Birth	11/18/2006 6:30:08PM
Name	Vivek Tiwari
Type	Individual-Mobile
Nationality	Indian
Place Of Birth	Allahabad
Address For Billing	12, Civil Lines
City	Jhansi
State	UP
Phone No	0510-248560
Mobile No	99568452632
Email	vivek.tiwari@usa.net
PIN Code	231025
PAN Gir Number	
Form 60/61	
Referred By	Roshan Singh
Proof Of Identity For Billing	Ration Card
Proof Of Identity	Passport

## List of all customer Record with Advance Searching Options :-

CustomerID	DateOfBirth	Name	Type	Nationality	PlaceOf
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## Report of Sale Person:-

Sale Person	
<b>Sale Persc</b>	1
<b>Begin Date</b>	
<b>Name</b>	Pankaj Shringrishi
<b>Type</b>	Front Sales Desk (FSD)
<b>Remarks</b>	OK
<b>Address</b>	241, Deen Dayal Nagar
<b>City</b>	Jhansi
<b>State</b>	UP
<b>Status</b>	Active
<b>Phone No</b>	0510248560
<b>Alternate Phon</b>	0510248560
<b>Mobile No</b>	9956845612
<b>Sale Persc</b>	2
<b>Begin Date</b>	
<b>Name</b>	Ram Kumar
<b>Type</b>	Fields on Street (FOS)
<b>Remarks</b>	Nothing
<b>Address</b>	Elite civil lines
<b>City</b>	Jhansi
<b>State</b>	UP
<b>Status</b>	Active
<b>Phone No</b>	55657676
<b>Alternate Phon</b>	2897232

## Purchase Report

Purchase	
<b>Purchase ID</b>	8
<b>Purchase Date</b>	4/8/2007 10:58:25AM
<b>Supplier Name</b>	Reliance Infocomm
<b>Supplier Type</b>	Company
<b>Supplier Invoice No</b>	2121
<b>Cheque/DDNo</b>	
<b>Name Of Bank</b>	
<b>Remarks</b>	
<b>Date Of Cheque</b>	4/8/2007 10:58:25AM
<b>Please Specify</b>	
<b>Amount</b>	20000
<b>Payment Mode</b>	Cash
<b>Purchase ID</b>	9
<b>Purchase Date</b>	4/8/2007 11:44:00AM
<b>Supplier Name</b>	Reliance Infocomm
<b>Supplier Type</b>	Company
<b>Supplier Invoice No</b>	125
<b>Cheque/DDNo</b>	
<b>Name Of Bank</b>	
<b>Remarks</b>	
<b>Date Of Cheque</b>	4/8/2007 11:44:00AM
<b>Please Specify</b>	
<b>Amount</b>	5451

## Report of Stock Item

**Stock Item**

<b>Purchase ID</b>	34
<b>Stock Entry Date</b>	24-April-2007
<b>Model No</b>	Tech-COM
<b>Product Type</b>	Data Cables
<b>RSN</b>	
<b>MDN</b>	
<b>Paid Type</b>	
<b>Activated Type</b>	
<b>Please Specify</b>	
<b>Purchase ID</b>	31
<b>Stock Entry Date</b>	24-April-2007
<b>Model No</b>	m8
<b>Product Type</b>	Mobile/Handset
<b>RSN</b>	10123323
<b>MDN</b>	112121
<b>Paid Type</b>	Pre-Paid
<b>Activated Type</b>	PreProvisioned
<b>Please Specify</b>	
<b>Purchase ID</b>	42
<b>Stock Entry Date</b>	01-January-2001
<b>Model No</b>	12212121

## List of All Purchase Record

**All Purchase Records**

Search:

Clear All Cell Color    Enable Coloumn wise Search

PurchaseID	PurchaseDate	SupplierName	SupplierType	SupplierInvoiceNo	Cheque
1	2007-01-05 19:29:0	Mahtaab	Dealer	1235	
1	2007-01-05 19:29:0	Mahtaab	Dealer	1235	

Cancel    OK