

User Manual for South & East Zone

POST PAID IN SERVICES

PostPaid IN Services

Creations/Modifications in CRM

This document explains the features of IN Services creation/modification/faults repair management/disconnections/migration of existing IN services.

MIGRATION of existing IN Services

An Offline Order can be created for the existing IN Services- for which the procedure is the same as normal IN service creation for a new one, except the following conditions.

- 1) Select the offline order flag as 'Y' and provide the postpaid IN Date .
- 2) Offline orders Postpaid IN Date is given by the CSR while creating order
- 3) For Offline Orders, Postpaid IN Date should be less than the order date and greater than the Billing account activation date.

Orders

The Orders module provides information about the various orders associated with a customer. Using this screen, you can create new orders, view the existing orders, and customize the orders associated with a service.

An order is created whenever a service is requested by the customer. This module comprises ten views:

- Home
- Order List
- Centrex Group
- CUG Group
- Leased Line
- ISDN Group
- Escalations
- Broadband
- DSPT
- IN

Creating a New IN Order

1. Click on orders Screen.
2. Go to IN Orders View

Screenshot showing IN Service View

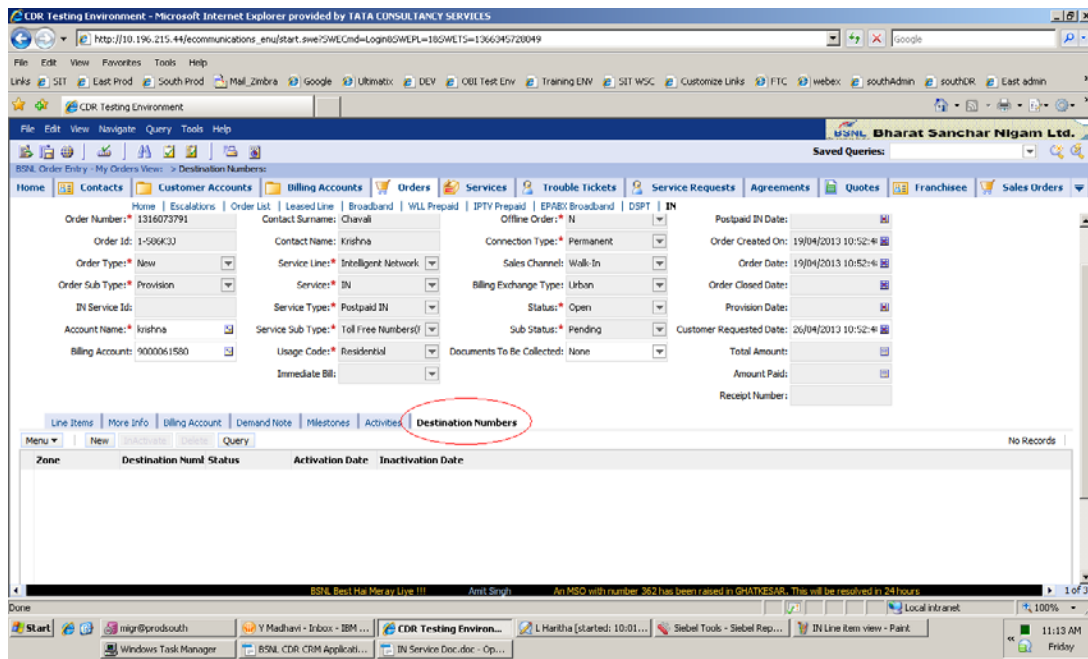
7. Select Product and **Save** it. A new Line Item is created for the Order

8. Click **Customize**. The Product Configurator View appears

9. Select plan and click on done. The child Line Items along with the Parent Line Items appears in the Orders Line Items List Applet.

10. Go to Destination Numbers View

Screenshot showing Destination network numbers view



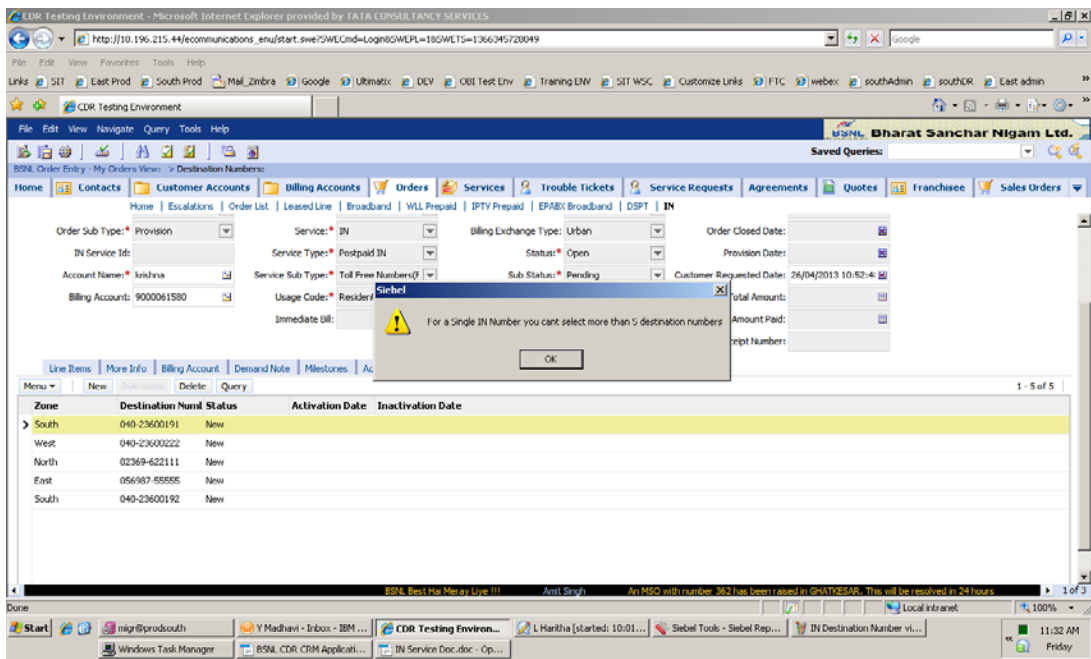
11. Click New, A new record is created in yellow color and with status field auto populated.

12. Enter mandatory fields : Zone and Destination number. press **Ctrl+S**

13. A maximum of five Destination numbers can be given for a single IN Service.

Note : 1. While creating destination numbers atleast one number from that particular zone should be present;

14. If we click on New after giving five destination numbers an error message will be displayed saying more than five destination numbers can't be provided for Single IN as shown in fig



15. Click on Validate. A browser script message will be displayed showing the customer account Id's of that zone. If you want to proceed click on OK else click Cancel.

16. After clicking on OK a popup message appears, Validations are successful.

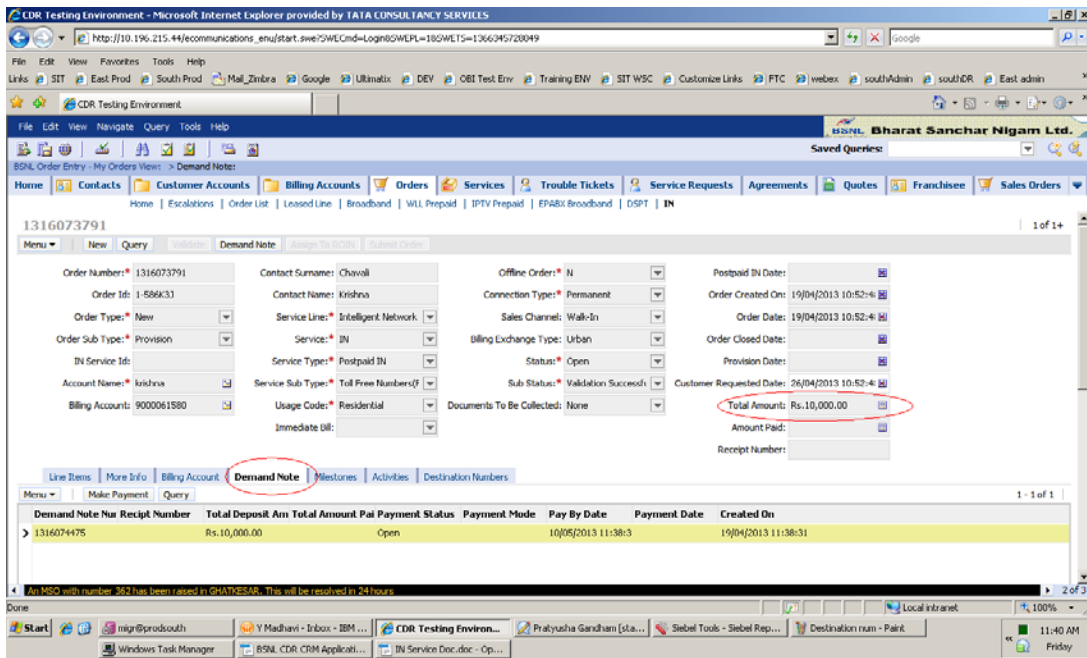
17. Click on demand note, amount will be generated and is displayed in Total amount field.

18. Go to demand note view and make payment at PMS counter

Payment should be received only for an active demand note in Orders Demand Note List Applet

Note: To make the payment, click Make Payment button. The PMS application appears. Enter the login credentials and perform the required steps to make the payment.

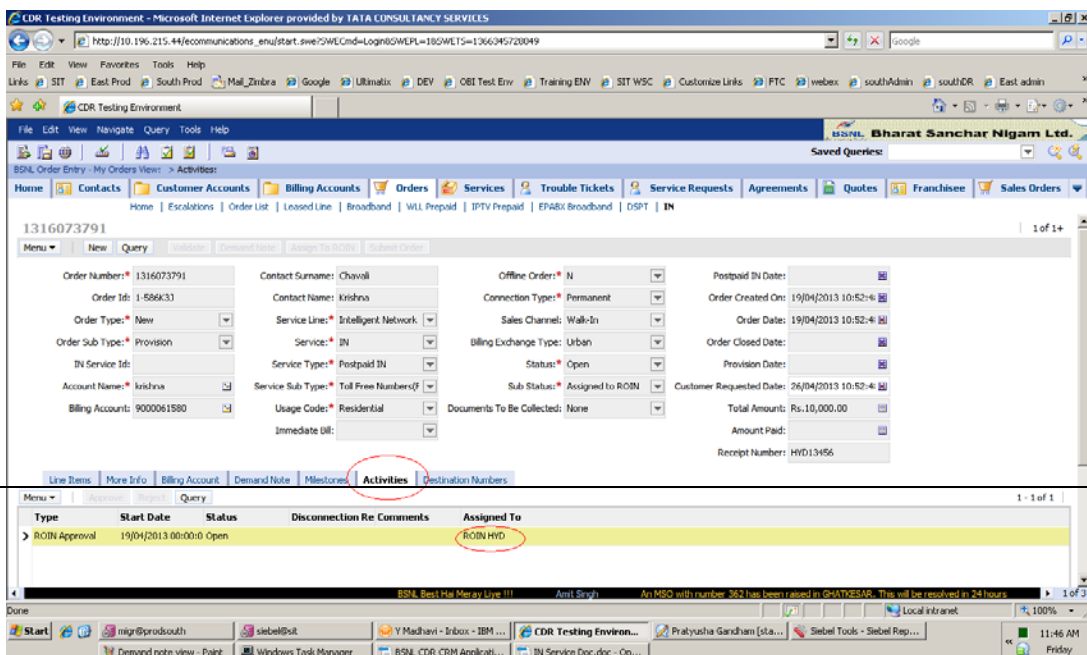
Screenshot showing Demand note view



19. After making payment Receipt number will be populated

20. Click Assign to ROIN, an activity will be created in activities view and assigned to ROIN as shown below.

Screenshot showing IN Activity View



21.After activity got created , an alert will be generated to ROIN belonging to that SSA

22.ROIN of that SSA receives an alert in the Home Page of the CRM application.

23.Login to the application and click Click **Alert #**. The IN Orders Activities View appears

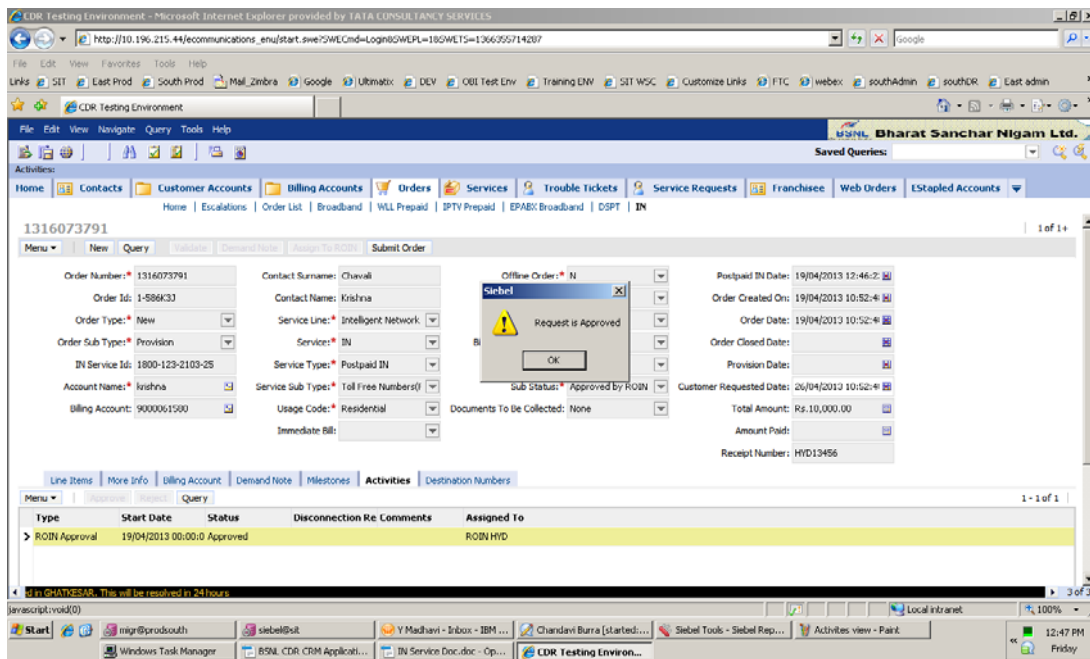
24.Before approving the activity ,enter mandatory fields : IN Service Id ,Postpaid IN Date and IN Service features at line item level(in line item view)

Note : IN Service format :

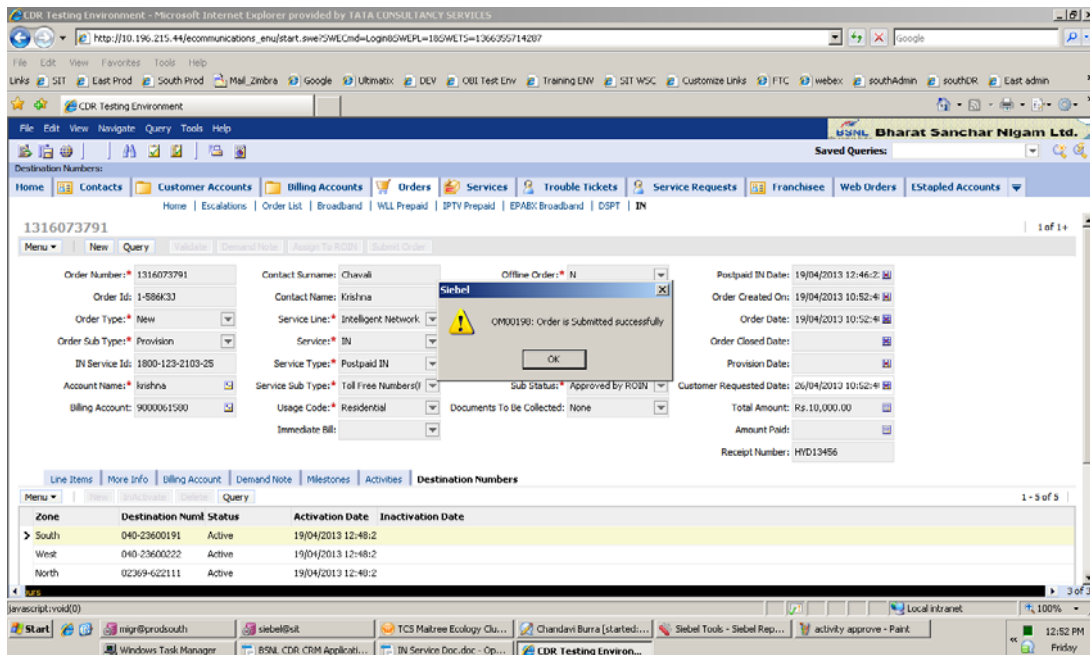
For Televoting : 1803-424-ABCD-XY OR1803-424-ABCD OR 1803-424-ABCD-X OR 1861-424-ABCD-XY OR1861-424-ABCD OR 1861-424-ABCD-X OR 1862-424-ABCD-XY OR1862-424-ABCD OR 1862-424-ABCD-X

For TollFree and UAN : 1800-XYZ-ABCD-XY OR 1800-XYZ-ABCD-X OR 1800-XYZ-ABCD

25.Click Approve,a message appears as request is Approved and the status of an Activity changes to Approved

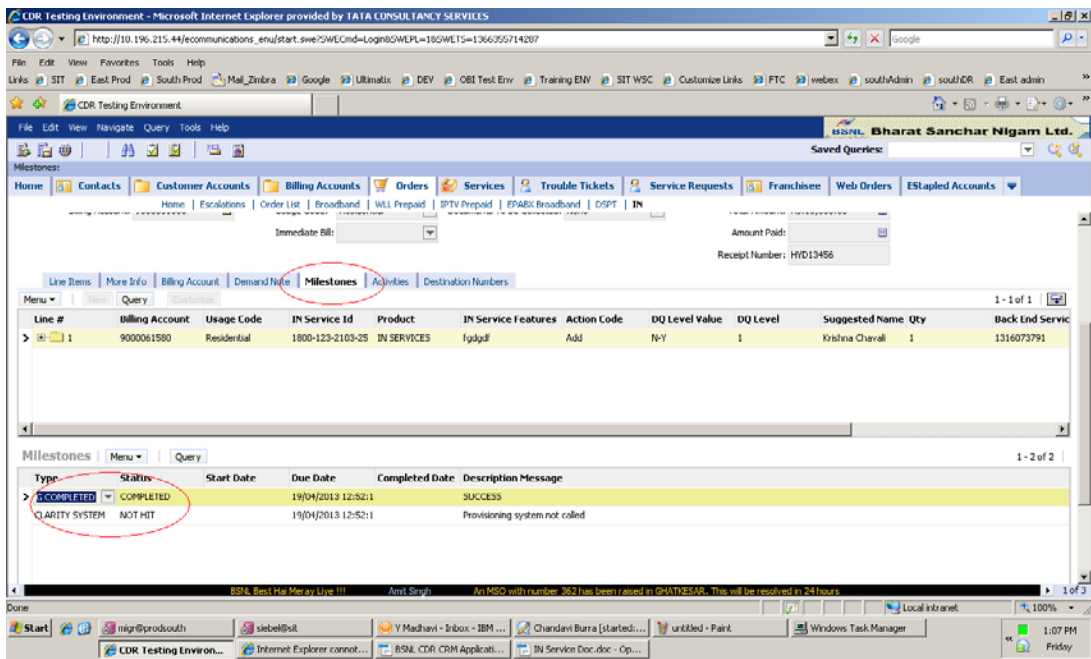


26. Click submit, the order gets submitted successfully and the activation date of the destination numbers will be populated as shown



BSNL IN Milestones View is used to track of the status of the order after it has been submitted in CRM to the downstream systems like the Billing system. After the final step in the downstream systems is completed, a Service is created for the account that the order belongs to. For more information, see customer accounts, Account Summary View

Screenshopt for Milestones View



Note : IN Service Order Won't hit Clarity system

IN Offline Order

Only **CSR** can raise Offline Orders

1. Click on 'New' Button to create new order.
 2. To create offline order select the offline order flag as 'Y' and provide the postpaid IN Date .
 3. For Offline orders Postpaid IN Date is given by the CSR while creating order
- For Offline Orders, Postpaid IN Date should be less than the order date and greater than the Billing account activation date
4. Further process is same as the normal IN Order

Creating IN Modify Order

Modify Order types

Change in Billing account
change of plan and
Changing destination numbers

Note :

While submitting IN modify order if there is no change in billing account and plan then that order wont hit billing system ,it will be completed in CRM internally

Order flow:

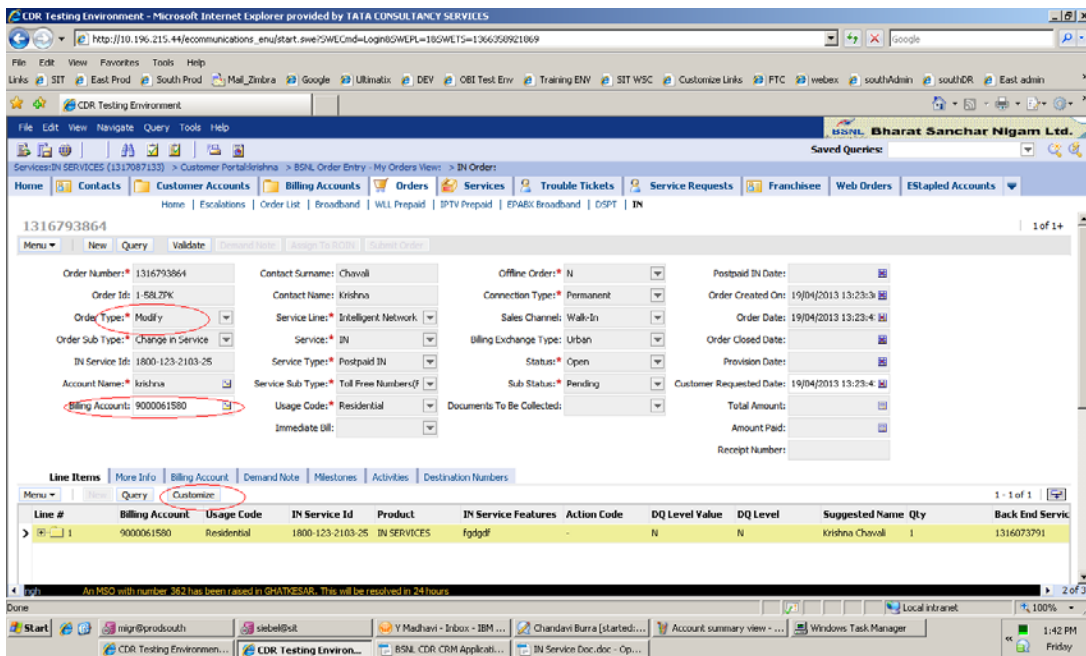
- 1.Go to Customer Accounts screen.Query with customer account name
- 2.Drilldown on account name it will redirect to Account summary View ,query with IN service Id

Screenshot showing Account Summary View

Service #	Service Id (Ph #)	Billing Account N	Product	Order Sub Type	Operating Status	Collection Initials	Activation Date	Installation Addr	Inactive Date	Corporate Group	Centrex Group N
1317087133	1000-123-2103-25	9000061500	IN SERVICES	Active			19/04/2013 12:46:25-21/1				

3.select order sub type as **Change In Service**(No other type is allowed for **IN** Modify Orders)

4.Click on **Modify**,it will redirect to IN Service view



Change in Billing Account or Plan

5. In IN Modify order customer can change billing account or plan by clicking customized
6. Click on validate, a message showing validations successful appears.
7. Click on Assign to ROIN, an activity will be generated for ROIN of that SSA
8. Approve the request and submit the order
9. On submitting the order, it will hit Billing and gets completed in CRM

Change in Destination Number without Changing Billing Account or plan

In this case customer can change the destination numbers by inactivating the previous one's and adding the new numbers, the remaining process is same

On Submitting the order, the order won't hit billing system and gets completed in CRM internally and inactivation date will be populated for the deleted Destination numbers

Creating IN Disconnect Order :

- 1.Go to Customer accounts Screen,query Account name
- 2.Drilldown on Account name
- 3.Account Summary View appears.
- 4.Query IN Service Id in account summary view
- 5.Select order sub type as disconnect

The screenshot shows the Bharat Sanchar Nigam Ltd. Customer Portal. The 'Customer Accounts List' section displays a form with fields for Customer Id, Account Name, Parent Account, Status, Account Type, Credit Rating, Annual Revenue, No. of Employees, Source Customer Id, Customer Category, URL, Currency, Enterprise Group Code, Main Contact Number, Line of Business, DQ Categories, and Legal Status. The 'Installed Services' section shows a table with columns: Service #, Service Id (Ph #), Billing Account No, Product, Order Sub Type, Operating Status, Collection Initiate, Activation Date, Installation Addr, Inactive Date, Corporate Group, and Centre Group No. The 'Order Sub Type' column has a dropdown menu with 'Disconnect' selected. A notification at the bottom states: 'An NGO with number 362 has been raised in SHATRESAR. This will be resolved in 24 hours.'

- 6.Click **Disconnect** ,IN Service View appears.
- 7.**IN Retention Activity** will be created and is assigned to ROIN belonging to that SSA
- 8.An IN Retention activity will be created in Home page for that ROIN.
- 9.Click Activity #,IN Activity View appears.
- 10.Enter Postpaid IN date, Immediate bill Flag and Disconnection reason fields
- 11.Click Approve ,a message will be displayed with the activation date of IN service ,press OK to continue or cancel to stop
- 12.on clicking OK the request gets approved

13.click submit ,inactivation date will be populated for the active destination numbers

The screenshot displays a web application interface for Bharat Sanchar Nigam Ltd. The browser window shows the URL: http://10.196.215.44/ecommunications_enu/start.swe?SWELCnd=Login&WEL=180&LIS=1366350921069. The application has a navigation menu with options like Home, Escalations, Order List, Broadband, etc. The main content area shows order details for order number 1317277009. A modal dialog box is open, displaying a warning icon and the message "OP00190: Order is Submitted successfully". Below the order details, there is a table with the following data:

Zone	Destination Num	Status	Activation Date	Inactivation Date
South	040-23600191	Inactive	19/04/2013 12:48:2	19/04/2013 14:11:07
West	040-23600222	Inactive	19/04/2013 12:48:2	19/04/2013 14:11:11
North	02369-622111	Inactive	19/04/2013 12:48:2	19/04/2013 14:11:11

Complaints for IN Services:

3 types of Complaints

1. Technical Complaints
2. Billing Complaints
3. Other Complaints

To Create Complaints go to Trouble tickets Screen

The screenshot displays the BSNL Bharat Sanchar Nigam Ltd. web application interface. At the top, there is a menu bar with options: File, Edit, View, Navigate, Query, Tools, and Help. Below the menu bar, there is a navigation bar with tabs for Home, Contacts, Customer Accounts, Billing Accounts, Orders, Services, Trouble Tickets, Service Requests, and Franchises. The 'All Trouble Ticket List' section is visible, showing a table with columns: Docket #, Account Name, Customer Id, Service Id (Ph#), Service Type, Service Sub-Type, Billing Account, Contact Name, and Contact Number. The table is currently empty, and the status is 'No Records'. There are buttons for 'New' and 'Query' above the table.

Technical Complaints:

1. Click on New Button, a new record will be created
2. Provide the IN Service Id in the Service Id field. After giving the service Id, Customer Id, Account Name, Billing Account, Service Type, Service Subtype, and contact name are auto-populated
3. Provide the contact number and select the complaint type as technical and then select complaint subtype and save the record (ctrl+s)
4. After saving the record, click on 'Docket#' field and it will be redirected to another view to submit the complaint.
5. In order to close the docket, Close Docket by providing details in the 'Reason' field and add solution in the solution view
6. To submit the docket, click on submit button, the docket will be assigned to ROIN based on the SSA
7. An Alert 'IN Alert' will be sent for ROIN to close the docket
8. From the Alert, the ROIN can go to the Complaints view and close the docket by providing reason

Billing Complaints:

1. Click on New Button , a new record will be created
2. Provide the IN Service Id in the Service Id field. After giving the service Id , Customer Id, Account Name, Billing Account , Service Type, Service Subtype and contact name are auto-populated
3. Provide the contact number and select the complaint type as Billing and then select complaint subtype and save the record(ctrl+s)
4. After saving the record , click on 'Docket#' field and it will be redirected to another view to submit the complaint.
5. In order to close the docket, Close Docket by providing details in the 'Reason' field and add solution in the solution view
6. To submit the docket click on submit button, the docket will be assigned to Primary AOTR of that SSA
7. Alert will be sent to AOTR to Approve the request and the complaint will be resolved

Other Complaints:

It is same as Billing Complaints, in the complaint type Other Complaints is to be selected

Adjustments for IN Services:

Only Billing Adjustments can be raised for IN Services

Billing Adjustments can be raised from 'Adjustments' in Billing Accounts Screen

The screenshot shows the BSNL Billing Accounts List screen. The top navigation bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. The BSNL logo and 'Bharat Sanchar Nigam Ltd.' are visible. Below the navigation bar, there are tabs for 'Billing Accounts', 'Orders', 'Services', 'Trouble Tickets', 'Service Requests', and 'Franchise'. The main content area displays the 'Billing Accounts List' for a specific account. The account details are as follows:

Preferred Language Name: *	English-American	Currency: *	INR	SS
Contact First Name:	Test	Billing Account Start Date:	01/09/2010 00:00:00	Centralized Group
Contact Last Name: *	Test	Activate Date:	01/09/2010	EStapling Type
Bill Printing Option:	Continuous	Prepaid Type:	NONE	Fully Redirection Flag
Loyalty Points:		Future Age Cal Date:		Partially Redirection Flag
Legal Status:				

Below the account details, there are tabs for 'Invoices', 'Payments', 'Payment Profile', 'Services', 'Deposits', 'Payment Transfer', 'Write Off', 'Collections History', 'Promise To Pay', 'NP Disconnect Requests', and 'Adjustments'. The 'Adjustments' tab is selected, showing a sub-menu with 'Billing Adjustments', 'Hierarchical Adjustments', 'Technical Adjustments', 'Debit Adjustments', and 'Deposit Adjustments'. The 'Billing Adjustments' sub-menu is active, displaying a table of adjustments:

Request #	Date	Invoice Number	Service Id (Ph #)	Service Request	Request Amount	Issue Affected Date	Reason	Type
> 1-58JMQZ	19/04/2013 14:04:2	11735	1803-424-4562		Rs. 789.00	05/10/2010	Call Cut-off	IN Usage Charges

2 types of Billing Adjustments for IN Services

(i).IN Rental Charges

(ii)IN Usage Charges

1.In the Billing Adjustments in 'Adjustments' create a new record and provide the Invoice Id, Service Id as IN Service Id, request amount and type and submit the request

2.Request will be assigned to Primary AOTR of the SSA and alert will be sent for AOTR to approve the adjustment request

3.After approving the request, the request status will be approved.